

P.O. BOX 9181 DAYTONA BEACH, FL 32120

PROFESSIONAL PROFILE

Active community member and optimistic proven leader, full of enthusiasm, who gives 110%. Seeking to broaden my career horizon to align with my extensive and diverse work experience, intense knowledge of the City of Daytona Beach, and my education in the business and administrative operations fields. As a natural leader and project manager, who values teamwork, I understand the discipline required for setting and exceeding goals. More importantly, I understand the importance of diversity, customer relations on every level, and ensuring to align with the needs and expectations of the stakeholders.

EDUCATION

Hon. Doctor of Divinity

Universal Life Church

- Ordained Ministry

Masters School of Security and Global Studies | GPA 3.71

American Public University

- Major: Emergency and Disaster Management

Masters Nonprofit Management | GPA 3.71

American Public University

- Major: Nonprofit Management

Bachelors Business Administration | GPA 3.74

American Intercontinental University

- Major: Project Management Minor: Business

Associates Business Administration | GPA 3.5

American Intercontinental University

- Major: Business Minor: Psychology

SKILLS & ABILITIES

My 16 years of management and leadership experience with a diverse background includes: accounting, property management, project management, administration/office/business operations and management, procurement, nonprofit management, fundraising, advocating, emergency & disaster management, and educational training specializing in research and analytical development focusing on future organizational change.

COMPUTER SOFTWARE

Windows 10, MSO 7, 8, XP/Suite/Pro Outlook, Excel, Word, Access, PowerPoint, MS Project, SharePoint, Publisher, Word Perfect, 10Key (10K), Typing 50wpm, Macintosh-Apple Software, GroupWise, ECM/EF, OneSite, CAD, KRONOS, Internet Explorer, HRIS, Telestaff, Blackboard, Star, PRISM, GERS, SAP, FAS4T, CUBS, Paycor, Fed Ex Ship Manager, Safari, QuickBooks, Performance, AMS Advantage, Operative IQ, Visio, Adobe and more.

SKILLS STRENGTH SUMMARY

- Proficient in English and Spanish; novice in American Sign and currently studying Italian
- Development and implementation of effective changes and advancements in efficiency
- History of promotions and recognitions of accomplishments for fiduciary improvements

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EXPERIENCE

Independent Contractor, Consultant

Boyd Consulting, FL | Jan 2021 – present

- Operates a consulting firm that specializes in a variety of services for organizational development, operations, and diversity
- Services and training provided to nonprofit organizations, government, and nongovernment agencies in areas of project management, business operations, finances, safety, crisis management and public relations media representation
- Generate proposals and quotes, prepare presentations, provide exceptional customer service and manage all financial duties (i.e. billing and accounts receivables)

Politician, Mayoral Candidate

Boyd for Mayor Campaign, FL | March 2020 – August 2020

- Public servant who successfully ran a grassroots campaign for Office of the Mayor
- Attended meetings, interviews and participated in debates
- Managed campaign from volunteers, fund raising, raising awareness and voter support
- Developed a success plan for marketing the city and presented various platforms for innovative and all-inclusive thinking to generate revenue, employment, and small business opportunities

Highlights

- Built relationships with elected officials, residents, and business owners
- Gained more in-depth knowledge and needs of Daytona Beach as a whole
 - Gained about 20% of the votes first time running for office
 - Worked with locals on addressing social issues that hinder the City

Support Services Manager

Volusia County Government, FL | June 2016 – July 2020

- Management- Manage and supervise the administrative team responsible for the daily budget, personnel, logistics, and the administration of operations for the local government's emergency medical services division; monitor, reward, and enhance the cross of training staff, complete performance evaluations, and manage disciplinary actions to improve the organization's efficiency while supporting the EVAC/EMS Director
- Human Resources- liaison for Human Resources overseeing FMLA and Worker's Compensation concerns; maintaining the ongoing processes of hiring and interviewing, and operating the NeoGov website; create/modify personnel action forms; and work with employees seeking personnel related issues from orientation to discussions and providing direction regarding personnel concerns and more
- Customer Service- Provide customer service to internal and external stakeholders in accordance with the County's and the Department of Public Protection's values and missions
- Fiscal/Financial/Accounting- (Using AMS Advantage and MS Excel) Responsible for the current \$25M budget, overseeing and handling all daily budgetary needs while conforming to the county's policies and procedures; creating and submitting budget requests, and five-year budget plan; handling capital outlays, approving purchase card transactions, monitoring and overseeing expenditures; and responsible for coordination, documentation, and submission for reimbursements from FEMA after Hurricane Matthew and Hurricane Irma

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- Purchasing- Research of vendors, and master agreements, which includes creating/approving requisitions and working with budget and procurement analysts
- Communication- Communicate and attend meetings with internal and external Division and Department Directors, Deputy Directors, and co-managers, providing research, suggestions for organizational improvements, and decisions regarding budgets, personnel, logistics, and administrative issues
- Logistics & Coordination- Schedule, coordinate, supply, and ensure delivery of all logistical emergency and medical supply needs for Volusia County's EVAC, Fire, and Beach Services
- Emergency Response-Capable and available to respond to emergency situations (i.e., command center support and logistical coordinator during Hurricane Matthew and Hurricane Irma)

Highlights

- Instituted the Position Continuity Plan for all administrative positions in EVAC/EMS
- Helped to reduce waste of medical supplies and narcotics by 30% in first quarter of employment
- Instituted schedule, and inventory operational changes to enhance in serving the public
- Diversity & Inclusion Representative

***Admin. Support Coordinator II and Facilities Emergency Response Coordinator
Prince William County Government, VA | May 2013 – May 2016***

- Management- Managed administrative team and the daily business operations in training sector for local government emergency services personnel; supervised, created, and assigned work assignments, evaluated performance, selected interview panel candidates, conducted interviews, routine staff meetings, assigned mentors to team members, disciplined and dismissed staff; maintained accreditation standards, tracked data, and created reports; managed multiple projects simultaneously, anticipated and developed analytical procedures/tools for problem solving, analyzed, and improved administrative policies and needs
- Customer Service- Provided exceptional customer service internal and external (dispute resolution and ensuring customer satisfaction), and organized meetings/interviews, etc...
- Fiscal/Financial/Accounting- (Used Performance and MS Excel) Created/edited spreadsheets and reports on resources; monitored \$4M budget and recommended changes based on analysis and needs/demands; petty cash officer- issued reimbursements, reconciled, monitored, and audited petty cash; processed education reimbursements, accounts payables/receivables through basic accounting principles; and, negotiated prices of goods/services
- Purchasing- Researched, entered and authenticated vendors, resolved issues with vendors, monitored contracts, and scheduled, confirmed, and set up catered events
- Communication- Coordinated internally and externally at various levels; initiated, planned, and coordinated events and fundraisers; researched and provided information to internal staff of executives and division heads on decisions and expressed legal and safety implications
- IT- Train staffed, researched, learned, managed, and utilized complex databases and software; diagnosed errors recommended and implemented improvements and equipment in/with complex databases and software; and updating department website, using SharePoint
- Scheduling and Coordination- Coordinated all logistical activities and needs internally and externally for the Public Safety Training Center
- Responsible for the Test Pilot of the County Recycling Program
- Facility Emergency Response member- Responsible for evacuation drills and procedures, by developing, planning, monitoring, coordinating, and executing of various drills and safety updates; required detailed accurate documentation of all drills at the 250,000 sq. ft. facility

Highlights

- Awarded Prince William County's Safety of Excellence Award
- Awarded Prince William County's Employee of the Month
- Experienced in Fire Services courses, programs, logistics, and policies & procedures
- Implemented over 20 operational and administrative changes, improved efficiency
- Identified budget discrepancies via a self-developed detailed auditing review process

Property Rental Agencies, GA | Jan 2009-Mar 2012

Clarke Gardens

- Management- Worked under minimal supervision, conducted meetings, managed staff - approved timecards, created schedules and work calendars, and set, and monitored expectations, productivity, and goals
- Accounting- Prepared and reconciled reports, tracked, received/posted and confirmed deposits and refunds using RED, ensuring vendors were paid accordingly
- Administrative- Completed reports, balanced logs using GERS; created letters, memos and emails using MS Office; assisted applicants with application process, verified information, processed paperwork for payments, move-ins/outs, and transfers; prepared various analytical reports for state and federal requirements; and, coordinated with vendors and contractors
- Customer Service and Safety- Walked property, built relationships with residents, and formed community classes working with local law enforcement and fire & rescue agencies
- Completed federal training requirements on fair housing and discrimination

Venetian Hills

- Management- Assistant to manager with staff, supervising, interviewing, and reviewing staff accomplishments, making suggestions and performing various quality monitoring
- Accounting- Using GERS, prepared and reconciled reports, worked with finance department, tracked and confirmed deposits and refunds using RED, and ensured vendors were paid accordingly
- Administrative- Ensured monthly retention goals were met, maintained, and monitored property inspections, provided overall services, verified applicants' information- performed reference, background, and credit checks; verified leases were generated and signed as prior to lease commence date; and, ensured lease terms were adhered to after receiving notice to vacate, and addressed lease related concerns at renewal time to convince residents to renew leases

***Executive Assistant to Circuit Executive
Court of Appeals 11th Circuit, GA | Nov 2006 – Nov 2008***

- Accounting- Certified Procurement Officer (CPO); prepared budget allocation requests and recommendations; performed contract bid reviews- ensuring confidentiality and authenticity for validity; oversaw and assisted with A/P and A/R activities; performed audits and ensured BOS coding for accuracy; and, prepared complicated specifications; negotiated service contracts using FAS₄T and Excel, while working with General Services Administration (GSA)
- Purchasing- Purchased/ordered supplies and equipment; first point of contact/liason to vendors, suppliers and day laborers, and maintained/updated vendors list
- IT- Utilized CM/ECF and advanced use of the Federal Judicial Policies and Procedures and J-NET
- Records Management- Using MSO, maintained record and schedule requests of courtroom use; maintained/updated court's directory; used quality control of documentation and input, verified, and tracked staff's schedules, leave balances and attendance

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- Administrative- Supported office of five executives – (using MSO and Corel) proofread, edited, and created contracts, memo's, e-mails, letters and spreadsheets for the Assistant Circuit Executive, Circuit Executive, and the Chief Judge at times; prepared council agendas and meetings (scheduled and set up for presentations); secretary to meetings, typed and distributed minutes and agendas while exercising discretion in administrative policy interpretation
- Coordinator- Worked under minimal supervision; assisted with, and planned social and catered events; coordinated deliveries; mobilized resources and, arranged travel schedules using MSO Project and Outlook

Highlights

- Taking the initiative to complete additional optional training courses and certifications
 - Award received for 'Outstanding Performance'
- Cross training, making myself more knowledgeable/universal to the needs of the courts

Private Events Manager

Emeril's Atlanta, GA | Aug 2003-Nov 2006

- Management- Worked under minimal supervision, supervised and assisted office manager with scheduling, new hire paperwork, financial information input, and maintenance of employee files; provided company training as interim for corporate; supervised and strategically arranged/planned all private events through creation of Work Breakdown Schedules (WBSs) using MSO Project
- Public Relations & Customer Service- Diligently marketed and solicited guests and target markets with the Atlanta Convention & Visitors Bureau, local convention centers and hotels, AMEX concierges, and third-party event planners; attended venues with local radio stations, and magazine companies
- Administrative- Using MS Office, wrote/reviewed contracts, monitoring all details to ensure excellence while collaborating with clients, guests, and vendors as the restaurant liaison
- Financial- Created contracts with itemized details, collected deposits, secured payments, ensured accuracy in invoicing and pricing with budgets up to \$1M pre-authorizations without corporate approval using MS Office

Highlights

- Initiative-taking public relations style and heavy marketing, increased sales with revenues to \$1M
 - Increased marketing sales via personal communication, with surrounding businesses

Manager

Club 806, GA | May 2002- Sept 2003

- Management- Supervised 50 employees, managed budget and payroll, and accounts payables
- Customer Service- highly involved in public relations, worked with venue performers, and handled dispute resolution
- Accounting- Researched and sought best value and deals with vendors; made bank deposits and withdrawals; compiled reports on the budget, events, and sales using MS Excel
- Human Resources- Verified all references, permits, and licenses; trained and hired employees; conducted employees; and, maintained employee files
- Administrative- Verified compliance with all city, state, and federal laws
- Marketing and coordination- Solicited customers to occupy business for venues, promoted and planned all private events: delegated duties, scheduling, negotiated with vendors, and determined proper resources using MSO Outlook and MSO Project

Highlights

- Implemented a formal training class for all new and current employees

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- Reduced revenue loss by increasing security and changing operational procedures
- Increased sales with proactive marketing, networking, and advertising

**Positions include- Customer Service, Training, Administrative, and Collections
Equifax, GA | Sept 1998-Jan 2003**

- Manager of administrative services- Trained and supervised employees on internal procedures, created and reviewed daily reports, and spreadsheets using Microsoft Office
- Supervisor- Supervised and trained up to 30 employees per class of 1,000+ employed; collections Team Leader, supervised call center, managed customer disputes, compared and evaluated employees' performance, giving oral and written reports of statuses
- Instructor of Training- Developed Instructional designs; taught, and led motivational and self-improvement classes i.e.: dispute resolution, telephone etiquette, time & stress management, how to communicate, in addition to FDCPA laws, policy & procedures, basic to advanced use of Excel, Word and Access, and other internal and external software (i.e. Peoplesoft, Kronos and CUBS)
- Analyst- Created and modified the client-associate bonus structure and training modules, and curriculum, per guidelines, the clients' needs and contractual obligations

Highlights

- Promoted twice- recognized for exceptional work ethics and exceeding goals, awarded Certificates of Achievement, and Appreciation several times
- Designed and implemented classes based on evaluations, and criteria/method of customer service, which led to higher productivity and workers' morale

**State Medical Advocate
W.O.R.C. N.Y. | Sept 1990-April 1991**

- Management- Monitored clients and workers' interaction; audited medical and written records for accuracy and errors; trained new and current employees on proper care of the clients, stressing independence, and ADL skills; worked with Residential Manager on clients' shopping budgets and staff scheduling; transported clients; and, administered medications to clients
- Planning- Coordinated each client's medical appointments, recreational outings, and other outings and, events
- Communication- Communicated with and had weekly meetings with the Residential Manager discussing projects, goals, and other pertinent issues regarding the well-being of the residents, and conducted routine staff meetings; monitored clients progress (physically, mentally, and emotionally) while maintaining dairies of events, milestones, and noticeable changes
- Liaison and representative for clients regarding their medical and physical needs; worked closely with the ADA, clients' medical teams and their families
- Learned American Sign Language

Highlight

- Promoted twice and proven to be dependable, caring, and placed clients first

<p>Volunteer and Community Involvement</p>	<p>Board Member- YMCA, 2017 – present, Volusia/Flagler County, FL Member- Events & Fundraising Committee, YMCA, 2017 – present, FL Volunteer – Feeding the Homeless, 2016 – present, Daytona Beach, FL Community advocate for the elderly and disabled Former President of Tenants Association, 2011 – 2013, Monroe, GA Tutored individuals for GED and home school studies, 2000 – 2009, Atlanta, GA Volunteer – Community Emergency Response Team – Walton Co., GA FEMA/DHS Volunteer – Hosea Williams Feed the Hungry, 2006 – 2009, Atlanta, GA Volunteer – Medical Reserve Corp/Citizens Corp – FEMA, Walton County, GA Volunteer – Presidential Inauguration - Jump Team Washington, DC, 2013 Volunteer – City of Atlanta Mayoral Campaign, Candidate Mary Norwood, 2009 Volunteer – United Way, Daytona Beach, FL present</p>
<p>Scholarships, Accolades, and Awards</p>	<p>Dean’s List – American Public University Masters Program Magna Cum Laude – American InterContinental University Bachelors Program Recipient – Employee of the Month – PWC Board of Co. Supervisors, March 2015 Recipient – Safety Award for Excellence – PWC Risk Management, March 2015 Scholarship Recipient – PWC Employee Advisory Committee, November 2014 Scholarship Recipient for ‘Leadership’ – (AAUW), summer 2009 2015 Excellence Award Recipient – Women of Distinction Honors Department</p>
<p>Memberships and Internships</p>	<p>American Association of University Women (AAUW) member American InterContinental University Alumni Business and Professional Women’s Foundation (BPW) member Epsilon Pi Phi Emergency Management Honor Society member Golden Key International Honor Society member International Association of Emergency Managers member Internship Recipient Georgia Sports Association Event Operations, 2009 National Association for the Advancement of Colored People, member Project Management Institute (PMI) member Society of Collegiate Leadership & Achievement member The International Women’s Leadership Association member Toastmasters International District 29 – Vice President of Membership, 2015 – 16 Virginia Emergency Management Association (VEMA) subcommittee member West Virginia Iota Chapter of Pi Gamma Mu Honor Society member Volusia County Government Diversity Inclusion Team 2017 – present</p>
<p>Additional Specialty Certifications</p>	<p>Certifying Official - Department of Veteran Affairs (VA ONCE) Community Emergency Response Team Member – Walton County and FEMA Indispensable Assistant – SkillsPath Infant, Child, and Adult CPR and First Aid – American Red Cross, expires Mar 2019 Information Privacy and Security – Health – University of Miami, 2015 Medical Reserve Corps – Citizens Corp and FEMA, Current NIMS ICS – 100, 200, 20.19, 300 317, 700.A, 701.A, 800, 547, 906, 907, 2200 Procurement Officer – U.S. Court of Appeals, 2006 Ordained Minister Former Rescue Specialist – Georgia Emergency Management Agency Word Perfect – United States Court of Appeals, 2006</p>

Phone: *Redacted*
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Specialized Training

Info Advantage

Groupwise

Management Training Series (Currently enrolled)

Ethics, Diversity, and Harassment

Effective Communication for Management

Performance Evaluations for Supervisors/Managers

Performance

DOT Drugfree Workplace

PAMS

General Performance (Accounting)

Detailed Performance (Accounting)

Supervisors and Managers

SharePoint

Facilities Emergency Response Team

Ergonomics

Introduction to DoIT

HIPAA

Blackboard-Administrator/Instructor Role

Excel Data and List Management

AgencyWeb

CPR/AED

Hiring the PWC Way for Managers

Public Notary

LEADERS

Excel 2010 Formulas & Functions

Word 2010 Why Does Word Do That?

Stress First Aid

Maintaining Respect and Civility in the Workplace

Infection Control

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Certified Specialized Emergency and Disaster Management Training

FEMA/ DEPARTMENT OF HOMELAND SECURITY - IS-317

- DISASTER PREPAREDNESS
- FIRE SAFETY
- DISASTER MEDICAL OPERATIONS
- LIGHT SEARCH & RESCUE
- FRS RADIO PLANNING
- COMMUNICATIONS

FEMA - IS-700.A: NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) AN INTRODUCTION

FEMA - IS-701.A: NIMS MULTIAGENCY COORDINATION SYSTEM (MACS) COURSE

FEMA/CITIZENS CORPS - MEDICAL RESERVES CORPS

- DEPLOYMENT COORDINATION
- STRATEGIC NATIONAL STOCKPILE MEDICATION (DISTRIBUTE/ADMINISTER)
- TEAM LEADERSHIP
- USE OF INCIDENT COMMAND SYSTEM

GEMA - RESCUE SPECIALIST

- STATE RULES & REGULATIONS
- OPERATIONAL STRUCTURE
- OPERATIONAL SAFETY
- RESCUE VEHICLE & EQUIPMENT
- BASIC ROPES & KNOTS
- COMMUNICATIONS
- LAND NAVIGATION & AIR ORIENTEERING
- SEARCH AND RESCUE TACTICS
- FRS RADIO PLANNING

FEMA - IS-100, IS-200 and IS-300

PWC GOVERNMENT AND AMERICAN RED CROSS - CPR/AED

PWC GOVERNMENT - INFECTION CONTROL

PWC GOVERNMENT - STRESS FIRST AID

VIRGINIA STATE POLICE - TRAFFIC INCIDENT MANAGEMENT RESPONDER COURSE