



Interoffice Memorandum

October 29, 2021

TO: County Commissioners

FROM: Mayor Jerry L. Demings 

SUBJECT: Confirmation of Mayor's Managerial Appointments
Convention Center Management Positions
David Ingram, General Manager
Terry Devitt, Deputy Director, Facility Operations
Ray Walls, Deputy Director, Fiscal & Operational Support/Strategic Planning
Eric Blanc, CMP, Senior Director of Sales
Consent Agenda Item – November 9, 2021

In February 2020, Mark Tester was appointed as the new Executive Director of the Orange County Convention Center (OCCC). One of his first tasks was to evaluate the OCCC's management team and structure, as there were members of the OCCC's management team that had been serving in acting capacities for over 3 years. Due to the effects that the COVID-19 had on the OCCC's business, Mr. Tester gave thoughtful and deliberate consideration before making his recommendation on the management structure to County Administration. Upon approval of the structure, interviews of candidates for the various managerial positions were conducted, ultimately leading to my decisions. I am pleased to announce the appointment of four management positions that serve at the Orange County Convention Center (OCCC):

David Ingram – General Manager

Mr. Ingram will assist the Executive Director in overall leadership and direction of the convention center department and lead many important initiatives for the OCCC. Mr. Ingram will represent the OCCC in many on-site activities, including site inspections and customer planning meetings. In his new role, Mr. Ingram will focus on the OCCC's culture in developing and nurturing talent of our growing team.

Mr. Ingram holds a Bachelor of Arts in Fine Arts and Cinematography from the University of South Florida. He joined the OCCC in 2003, has worked his way through the ranks, and has held the positions of Event Coordinator, Supervisor of Event Set-Up, Event Operations Manager, and Assistant Director. Mr. Ingram also served as the OCCC's Acting Executive Director for approximately six months.

Contingent upon Board of County Commissioners (BCC) confirmation, his start date will be November 14, 2021, at an annual salary of \$165,006.40.

Terry Devitt - Deputy Director, Facility Operations

The OCCC is a complex facility comprised of approximately 7 million square feet of conditioned space encompassing a 400-acre campus. Mr. Devitt will oversee the Facility Maintenance, Environmental Services, and Capital Planning units and oversee an annual budget of approximately \$70 million. Mr. Devitt has been the Acting Deputy Director for approximately 3½ years, and in addition to overseeing the maintenance and upkeep of our facilities, he was very active in the OCCC’s Long Range Master Plan, including the 5A/B North/South Expansion project.

Mr. Devitt received a Bachelor of Science degree in Political Science from Florida State University. He joined the OCCC in 1997 as an Event Utilities Technician and has held the position of Assistant Event Manager, Event Manager, Supervisor of Event Set-up, Director of Event Management and Exhibitor Services, Manager of Facility Operations, and Assistant Director.

Contingent upon Board of County Commissioners (BCC) confirmation, his start date will be November 14, 2021, at an annual salary of \$157,996.80.

Ray Walls – Deputy Director, Fiscal & Operational Support/Strategic Planning

Mr. Walls has demonstrated extremely strong financial experience and understanding of developing and managing budgets, procurement, contract administration, and law. Mr. Walls is strategic in business planning and will help the OCCC plan for its short and long-term future. Mr. Walls holds a Bachelor of Science, Business Administration and Master in Business Administration from the University of Central Florida. Mr. Walls started his career with Orange County in Fire/Rescue as an Intern in 2003, then promoted to Senior Fiscal Coordinator. He then joined the Office of Management and Budget in 2004 and held the positions of Senior Management and Budget Analyst, Management and Budget Advisor, Management and Budget Administrator, and Assistant Manager. In 2018, he joined the OCCC as Fiscal and Operational Support Manager.

Contingent upon Board of County Commissioners (BCC) confirmation, his start date will be November 14, 2021, at an annual salary of \$150,009.60.

Eric Blanc, CMP - Senior Director of Sales

Mr. Blanc will be responsible for leading the OCCC’s Sales team, which schedules, negotiates, and helps capture lucrative conventions, trade shows, and sporting events for our community. Mr. Blanc actively partners with the Visit Orlando sales team and our hotel

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Confirmation of Mayor's Managerial Appointments, Convention Center Management Positions

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community in helping to maximize economic impact and grow our economy. Mr. Blanc joined the OCCC in 2019 as Assistant Director of Sales and began acting in his current role only three months later. He and his team were instrumental in assisting the OCCC in re-scheduling and retaining hundreds of events during the COVID-19 pandemic. Mr. Blanc previously worked at the Tampa Convention Center and the Freeman Company, a premiere convention industry supplier. Mr. Blanc earned a Bachelor of Science degree in Business and Marketing from Florida State University. He also holds a certificate from the IAAM Public Assembly Facility Management School

Contingent upon Board of County Commissioners (BCC) confirmation, his start date will be November 14, 2021, at an annual salary of \$115,003.20.

Action Requested: Confirmation of the Mayor's managerial appointments of the following: David Ingram, General Manager; Terry Devitt, Deputy Director, Facility Operations; Ray Walls, Deputy Director, Fiscal & Operational Support/Strategic Planning, and Eric Blanc, CMP, Senior Director of Sales

Attachments: Resumes

Cc: Byron W. Brooks, AICP, County Administrator
J. Ricardo Daye, Human Resources Director
Mark Tester, Executive Director, Convention Center

DAVID C INGRAM

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SUMMARY

Forward-thinking leader proficient in generating high-quality results by leveraging tenacious approach and strong attention to detail. Service-oriented and performance-driven with excellent organizational, multitasking and problem-solving abilities.

SKILLS

- Budget
- Contracts
- Event management
- Customer oriented
- Leadership
- Logistics
- Operations management
- Project management
- Detail-oriented
- Effective team player
- Excellent multi-tasker
- Time management
- Resolution-oriented
- Strong communication skills

EXPERIENCE

02/2018 to Present **General Manager, Acting**

Orange County Convention Center – Orlando, FL

- Appointed as acting General Manager responsible for leading the Center's Event Service, Facility Operation, and Capital Improvement divisions.
- Review and prioritize capital projects to enhance facility and guest experience.
- Coordinate and plan for both divisional and Center's overall operating budget.
- Assist in the day to day management of the Center to ensure client needs are met to the Center of Hospitality standards, as well as being safe and efficient.

07/2019 to 2/2020

Executive Director, Acting

Orange County Convention Center – Orlando, FL

- Appointed as the acting Executive Director responsible for the overall leadership of the second largest convention center in the United States.
- Develop and maintain long range plans for marketing strategy, capital improvements and operations management.
- Responsible for a \$77 million expense budget and assures consistency with County and Center objectives.
- Cultivated and maintained strong industry relationships and customer partnerships to capitalize on opportunities and maximize business success.

12/2014 to 02/2018

Assistant Director

Orange County Convention Center – Orlando, FL

- Responsible for teams that provide all event related services to include Event Management, Exhibitor Services, Event Utilities, Rigging, Set Up, and Security.
- Increased service revenues to an average of \$20 million for all years and

accountable for an annual expense budget of over \$18 million.

- During FY 16/17 and FY 17/18 helped the Center earn a profit in each year.
- Partnered with clients and IS department to develop a client communication portal.
- Increased exhibitor communication by implementing an on line chat program to assist with ordering services.

05/2012 to 12/2014

Manager, Event Operations

Orange County Convention Center – Orlando, FL

- Appointed position responsible for all event operational areas, which include Event Utilities, Rigging, Set Up, Event Management, and Exhibitor Services.
- Lead staff of 400 salaried, hourly and on-call employees with five direct reports.
- Maintain an annual revenue budget of \$15 million for FY 14/15.
- Accountable for an annual expense budget of \$11 million.
- Actively participate in all executive staff meeting and decisions.
- Lead project manager for installing digital advertising and wayfinding for the convention center.

08/2007 to 05/2012

Supervisor of Event Set-Up

Orange County Convention Center – Orlando, FL

- Supervised and lead a staff of 80, which contains both hourly and salaried employees, to meet and exceed client and Convention Center expectations.
- Prepared and managed a \$2.5 million expense budget which included purchasing new inventory, managing multiple vendor contracts, and repairing current inventory.
- Generated revenue to exceed budgetary goals three years in a row.
- Actively participated on the EBMS task force to continuously improve our internal processes.

12/2003 to 08/2007

Event Coordinator

Orange County Convention Center – Orlando, FL

- Managed successful conventions, trade shows, conferences, athletic competitions and other activities for associations and corporations ranging in size from 500 to 75,000 persons.
- Orchestrated all building departments to ensure all client needs were met.
- Collaborated with outside companies such as exposition service organizations, audio-visual production companies, transportation providers and security firms to produce events.
- Maintained close communication with clients to mitigate service issues.

11/2002 to 12/2003

Conference Coordinator

Gaylord Palms Resort and Convention Center – Orlando, FL

- Floor Manager worked in conjunction with Convention Services and Catering Managers to form a team that ensured a successful meeting for corporate or association groups ranging in size from 200 to 10,000 persons.
- Responsible for the daily execution of Event Orders by coordinating with the

operational departments.

- Fostered strong working relationships with all hotel departments.

06/2001 to 11/2002

Meeting Coordinator

CLT Meetings International, Inc – Orlando, FL

- Coordinated meetings for the pharmaceutical industry ranging in size from 50-2500 persons.
- Managed company database, supervised the mailing of attendee information, created rooming lists, and performed quality control checks.
- Traveled onsite to ensure quality control and implement the meeting logistics.

03/1996 to 06/2001

Hotel Operations, Convention Assistant, Group Reservation Representative

Walt Disney Co. – Lake Buena Vista, FL

- Maintained and sold hotel room inventory
- Led front office staff to manage group activity
- Presidential visit liaison

EDUCATION AND TRAINING

1995

Bachelor of Arts: Fine Arts/Cinematography
University of South Florida

1993

Associate of Arts: History
University of South Florida

CERTIFICATIONS

IAVM Certified Venue Professional - 2016

IAVM Graduate Institute – 2014

IAVM Venue Management School – 2012/2013

REFERENCES

- Jason Adams, Director of Operations Freeman Company 407-456-6251 (cell)
Jason.Adams@freemanco.com
- Cyrus Baseghi, President OSSI 415-223-7771 (office) Cyrus@ossi.com
- Douglas Conner, Senior Vice President Centerplate 407-2421707 (cell)
Douglas.Conner@centerplate.com

TERRY M. DEVITT

OBJECTIVE

EXPERIENCE

2018 – Present OCCC

Orlando, FL

Acting Deputy Director

- Provide leadership and implementation for the Orange County Convention Center core business practices.
- Ensures the day-to-day management and operations for the Orange County Convention Center.
- Manages and directs the overall coordination of operational tasks related to the functionality and life safety operations at the Orange County Convention Center.
- Recommend new strategic sustainability initiatives for the Orange County Convention Center, development and implementation of approved OCCC sustainability initiatives.

2014 – 2018 OCCC

Orlando, FL

Assistant Director, Operations

- Assists with the day-to-day management of the Orange County Convention Center.
- Research and prepare reports with key recommendations for industry best practices.
- Development and implementation of efficient work flows to increase efficiency and reduce redundancy.
- Development and implementation of strategic sustainability initiatives.
- Participation in Convention industry associations and organizations to keep abreast of industry trends and networking.

2012 – 2014 OCCC

Orlando, FL

Manager, Facility Operations

- Oversight of Facility Operations to include; Maintenance operations, HVAC operations, Technical Services, Environmental Services, Life Safety systems, Warehouse operations, Maximo and Sustainability Operations.
- Establish and communicate policy and procedures for the safe operations of the Orange County Convention Center.

- Development and monitoring of the \$45+ million dollar Facility Operations budget.
- Responsible for all personnel matters to include hiring, discipline, training, and employee development and performance evaluations.

2007-2012 OCCC Orlando, FL

Director of Event Management & Exhibitor Services

- Provide leadership and supervision to (15) event managers and represent OCCC in client related activities to ensure events are developed and implemented successfully.
- Oversee (250+) events and meetings hosted by OCCC annually.
- Work closely with capital planning and operational divisions to plan dates for maintenance, capital improvement projects (CIP's) and expansion work to minimize impact on events hosted by OCCC.
- Communicate with clients, general service contractors and vendors in advance and on site, to ensure anticipated service levels are met
- Assists the Senior Director of Sales, Marketing & Event Management in strategic planning, budget preparation and in developing policies and procedures for the section.
- Maintain relationships with industry partners.

2006 – 2007 OCCC Orlando, FL

Supervisor of Event Set Up

- Manage (70) + full time and on call staff, for the Event Set Up section of the OCCC. This is a (24) hour a day (7) day a week operation.
- Manage and maintain contracts that pertain to the Event Set Up section, these include water service, linen laundering, and temporary labor.
- Communicate and facilitate client needs prior to, and during events with Event Managers to ensure that client inventory expectations and service levels are met.
- Prepare and manage the Event Set Up sections budget, purchase necessary inventory, both consumable and non-consumable, oversee services provided by vendors and arrange for repairs/service of equipment.

2005 – 2006 OCCC Orlando, FL

Senior Event Manager

- Responsible for the coordination of the most complex, technically demanding events held at the OCCC.
- Provide technical guidance to other Event Managers.

1992-1993 Florida State University Tallahassee, FL
Bachelor of Science in Political Science.

- Graduated with a 3.33 GPA in major courses and a 3.1 overall GPA.
- Minor in Criminology

1989 – 1991 Valencia Community College Orlando, FL

- Graduated with an Associate in Arts Degree.

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5594 PALM LAKE CIRCLE
ORLANDO, FL 32819

RAYMOND D. WALLS III

Experience

Manager, Fiscal & Operational Support (CFO) ▪ June 2019 – Present

Acting Manager, Fiscal & Operational Support (CFO) ▪ January 2018 – June 2019

Orange County Government ▪ Orange County Convention Center

- Manage financial and business activities of the Convention Center and Tourist Development Tax Fund (TDT)
- Coordinate development of annual Convention Center and TDT budgets and monitor revenues and expenditures on an ongoing basis
- Oversee purchasing and contracting activities for the convention center
- Oversee negotiation of meeting and event leases with clients
- Oversee parking operations across the convention center campus

Assistant Manager ▪ July 2015 – January 2018

Orange County Government ▪ Office of Management & Budget (OMB)

- Assisted with direction and supervision of all OMB staff
- Worked with staff to coordinate development of \$4 billion countywide budget
- Assisted in overseeing \$5 billion multi-year countywide Capital Improvements Program budget
- Served as liaison with elected officials and outside organizations, including Orange County Sheriff's Office, Orange County Comptroller, Orange County Supervisor of Elections, and Central Florida Regional Transportation Authority (LYNX), to negotiate and coordinate annual budget requests
- Assisted with drafting OMB publications and communications to public

Management & Budget Administrator ▪ July 2011 – July 2015

Orange County Government ▪ Office of Management & Budget (OMB)

- Supervised staff of Budget Analysts and Advisors
- Assisted in coordinating the development of \$3 billion countywide budget
- Coordinated \$4 billion multi-year countywide Capital Improvements Program
- Coordinated annual development of internal cost recovery program
- Drafted/reviewed OMB publications and communications to public

Management & Budget Advisor ▪ May 2006 – July 2011

Orange County Government ▪ Office of Management & Budget (OMB)

- Coordinated project approval process, budgets, cash flow, and expenditure tracking for \$4 billion multi-year countywide Capital Improvements Program
- Coordinated annual development and ongoing management of Public Works Department budget (\$300M+) & Growth Management Department budget (\$150M+)
- Acted as budget liaison to Central Florida Regional Transit Authority (LYNX)
- Coordinated internal cost recovery program
- Coordinated Orange County's Vehicle Review and Utilization Committee
- Led comprehensive update process for Orange County's vehicle usage policies
- Acted as lead on numerous cost/benefit and fee studies

Senior Management & Budget Analyst ▪ September 2004 – May 2006
Orange County Government ▪ Office of Management & Budget (OMB)

- Coordinated the development of several diverse departmental budgets
- Advised fiscal staff on budget matters and made recommendations on appropriations
- Modeled, projected, and tracked various revenue sources and expenditures
- Coordinated Performance Measurement program for several departments

Senior Fiscal Coordinator ▪ April 2003 – September 2004
Orange County Government ▪ Fire Rescue Department

- Coordinated department billing functions
- Conducted monthly reconciliation of all receipts
- Assisted in design and implementation of electronic billing system
- Assisted with coordination and development of department budget
- Produced expenditure projections, cost analyses, and budget reports

Student Intern ▪ January 2003 – April 2003
Orange County Government ▪ Fire Rescue Department

- Assisted with coordination and development of Fire Rescue Department budget
- Assisted with special projects as needed

System Support Specialist ▪ January 2001 – November 2002
Advanced Engineering & Research Associates ▪ Contracted to Department of Defense

- Provided on-site desktop/network support for computing systems at Naval Air Warfare Training Systems Division
- Supported rollout and installation of new network hardware and software
- Granted Secret Security Clearance from US Government

Education/Training

University of Central Florida
May 2005 ▪ Master of Business Administration
University of Central Florida
August 2003 ▪ Bachelor of Science in Business Administration – Finance

Committees/Memberships

- Government Finance Officers Association
- Florida Government Finance Officers Association
- International Association of Venue Managers
- Central Florida Expressway Authority Audit Committee
- Central Florida Regional Transportation Authority (LYNX) Finance & Audit Committee (Chair) (past)
- Orange County Vehicle Review and Utilization Committee (Chair) (past)
- Central Florida Commission on Homelessness Finance Committee (past)
- Central Florida Regional Transportation Authority (LYNX) Financial Review Group (past)
- Orange County Concurrency Review Committee (past)
- Orange County Transportation Planning Group (past)
- Orange County Vehicle Review Group (past)

ERIC BLANC SR., CMP
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CAREER OBJECTIVE

Work in a fast paced, competitive environment that provides challenges and encourages creativity and professional development within the hospitality industry. Lead a team where I can train, mentor and guide staff to pursue their own professional development goals.

EDUCATION

CMP - Certified Meeting Professional (July 1998)

IAAM(Oglebay) Public Assembly Facility Management School
Certificate of Completion - Class Representative (June 1995)

Florida State University, Tallahassee, Florida
Bachelor of Science Degree in Business - Marketing (August 1991)

Jesuit High School, New Orleans, Louisiana
Diploma of Merit - Honors Program (May 1987)

WORK HISTORY

Orange County Convention Center – Orlando, Florida (December 2019 – present)

Acting Sr. Director of Sales (March 2020 – Present)

Responsible for overall operation and management of the sales division of the center. Also responsible for working with the venue's catering, audio visual, and technology contractors to develop strategies to increase market share and create more sales opportunities with OCCC clients. Develop, recommend, monitor, and review policies and procedures of the convention center. Work with the center's IT Division on EBMS database design and development opportunities to increase overall efficiency of the database. Direct the development and implementation of the department's annual and long-range sales goals and plans. Supervise all sales efforts, to include promotions, rates, space availability, booking, and contracting. Work with the Marketing Division to develop local, state, national and international marketing strategies for the convention center in cooperation with Visit Orlando (Destination Marketing Organization). Represent OCCC at business and social functions, industry events and sales presentations to local, state and national groups and organizations. Create benchmarking metrics for monitoring bookings, revenues and room night production. Manage and train sales and administrative staff.

Assistant Director of Sales (December 2019 – March 2020)

Responsible for supervision of all sales managers and administrative staff of the Sales Division of the center. Assist in development and implementation of the department's annual and long-range sales plans. Supervise sales related activities to include space availability, booking, and contracting. Represent OCCC at business and social functions, industry events and sales presentations to local, state and national groups and organizations. Work with Visit Orlando (Destination Marketing Organization) sales team on soliciting City-wide sales opportunities. Create benchmarking metrics for monitoring bookings, revenues and room night production. Manage and train sales managers.

OAI Visual Branding – Tampa, Florida (August 2019 – December 2019)

Director of Business Development

Develop and implement sales and marketing plans to increase market share in existing competitive markets. Identify new and developing markets for OAI to target. Identify major business opportunities, solicit, and respond to RFP's as necessary. Work

with Director of Sales to develop and implement complimentary strategies to increase sales across all lines of business. Act as project manager for large scale contracts secured, working with client and internal departments on design, production, and installation elements.

Yacht Starship – Tampa, Florida (May 2019 – July 2019)

Director of Sales

Responsible for the overall management and implementation of the organization sales plan. Train and supervise Sales Managers and Event Services Coordinators. Work with the Marketing department to develop marketing and promotional strategies to expand market share. Monitor sales performance for group, wedding, and transient markets. Work with sales team to increase bookings of existing leads as well as generate new leads. Review and monitor various performance reports related to leads, bookings, and conventions.

Alliance of American Football – Tampa, Florida (May 2018 – April 2019)

Vice President of Logistics

Responsible for research, development, and negotiation of league wide vendor relationships for services such as travel, housing, transportation, graphics, and production for the league as well as all teams within the league. Also responsible for developing budgets in aforementioned areas, as well as developing timelines for delivery and payment of vendor services. Research, develop, and negotiate contracts for office and meeting space, as well as practice facilities for each team, as well as warehousing and other facilities required by the league and its teams. Work with league security on identifying and developing security protocols for all game day facilities, as well as practice and office sites. Work with each game venue on assessment of game day needs and developing game-day production guidelines for each venue for game day operations. Develop, recommend, monitor, and review policies and procedures of the company.

Tampa Convention Center – Tampa, Florida (November 2010 – April 2018)

Director of Sales, Marketing, and Convention Services

Responsible for overall operation and management of the sales, marketing, and convention services divisions of the center. Also responsible for managing the sales, marketing, and services efforts of the venue's catering, audio visual, rigging, security, event staffing, and technology contractors. Develop, recommend, monitor, and review policies and procedures of the convention center. Direct the development and implementation of the department's annual and long-range marketing plans. Supervise all sales efforts, to include advertising, promotions, rates, space availability, booking, and contracting. Direct the local, state, national and international marketing strategies for the convention center in cooperation with Visit Tampa Bay (Destination Marketing Organization). Represent Tampa Convention Center at business and social functions, industry events and sales presentations to local, state and national groups and organizations. Create benchmarking metrics to compare annual results for bookings, revenues and room night production. Manage and train sales, convention services, and administrative staff. Serve on the venue Capital Improvement Planning Committee, the Visit Tampa Bay Downtown Strategic Committee, and Visit Tampa Bay Sales Committee.

The Freeman Companies - Orlando, Florida (January 2004 – October 2010)

National Sales Manager

Sell Freeman equipment and services to tradeshow managers and associations. Negotiate contracts, pricing, and other concessions for tradeshow. Solicit business, utilizing leads from local, state, and national contacts in the convention industry. Develop working relationships with convention facility staffs in order to cultivate increased leads for Freeman. Represent the company at industry related functions. Entertain perspective clients and facility personnel. Produce conventions and trade shows booked by Freeman to provide equipment and services. Create budgets for staffing, transportation, production, and all other aspects of producing a show. Manage and train on-site production staff and coordinate Freeman related activities with facility personnel.

GES Expositions - Orlando, Florida (October 2003 – January 2004)

National Sales Manager

Sell GES equipment and services to tradeshow managers and associations. Negotiate contracts, pricing, and other concessions for tradeshow. Solicit business, utilizing leads from local, state, and national contacts in the convention industry. Develop working relationships with convention facility staffs to cultivate leads for GES. Entertain perspective

clients and facility personnel. Create budgets for staffing, transportation, production, and all other aspects of producing a show.

Ortho McNeil Pharmaceuticals - Tampa, Florida (April 2003 – October 2003)

Sales Representative

Promote Ortho McNeil Pharmaceuticals to General Practice and Family Practice Physicians in the Tampa Bay and surrounding areas. Provide educational and technical information to Doctors and nurses regarding the benefits and effects of Ortho McNeil products on potential patients. Maintain a working knowledge of all competitive pharmaceuticals and their therapeutic advantages and disadvantages in order to drive sales of my products. Produce and implement marketing plans for promoting my products to Bay Area physicians. Maintain a database of 500 physicians who were potential customers of OMP products.

The Freeman Companies - Orlando, Florida (July 2000 – April 2003)

Sales Manager

Sell Freeman equipment and services to tradeshow managers and associations. Negotiate contracts, pricing, and other concessions for tradeshow. Solicit business, utilizing leads from local and state contacts in the convention industry. Develop working relationships with convention facility staffs in order to cultivate increased leads for Freeman.

Tampa Convention Center - Tampa, Florida (June 1993 – June 2000)

Event Services Supervisor (June 1999 – June 2000)

Supervise the Event Services Department. Provide technical support and guidance to subordinate event staff. Train and monitor the progress of new event coordinators and part time event staff. Provide feedback, evaluate progress, and discipline where necessary. Produce staffing and coverage schedules. Design a comprehensive training program for increasing the efficiency of the Event Services Department. Manage department budget and develop opportunities for increased facility revenue. Promote better communications between facility departments. Coordinate the facility's largest and most complex events.

Senior Events Coordinator (June 1993 – June 1999)

Coordinate the Tampa Convention Center's largest conventions, trade shows, conferences, and public events. Produce proper staffing levels and event expense reports for use by both clients and convention center staff. Develop and implement a training program for new event coordinators and part time event staff. Provide technical guidance and support to the staff for the ConCentrics and AutoCAD systems. Develop the Tampa Convention Center Ambassador Program and Ambassador Guide, designed to increase the level of customer service and satisfaction. Assist the Marketing department in developing new sales and services programs for the facility. Market and book the entertainment, sports, consumer show, and community event markets.

Florida Suncoast Dome - St. Petersburg, Florida (March 1992 – June 1993)

Event Coordinator (March 1992 – June 1993)

Coordinate concerts, sporting events, conventions, trade shows, and public shows. Produce detailed event cost projections for use by the Facility Manager in pursuing potential business. Develop staffing guidelines to ensure proper staffing levels for facility events. Produce detailed settlement reports for use by the facility accountant during post-show settlement proceedings. Hire and train all part time event staff (i.e. ushers, ticket takers, parking attendants, and parking cashiers). Produce a training manual and training program for all part time event staff. Serve as Event Manager on Duty during all facility events.

SPECIAL EVENTS MANAGEMENT

Sector Coordinator (July 1996 – August 1996)

1996 Centennial Olympic Games - Athens, Georgia

Train and supervise the volunteer event staff during the Men's and Women's Soccer events for the 1996 Olympic Games. Assist in the development of security and emergency evacuation procedures for the Athens Olympic Soccer Complex.

Special Events Consultant (June 1994 – December 1996)

Florida Classic Association (Football Game) – Tampa, Florida

Serve as a Special Events Consultant to the Florida Classic Association Executive Director. Supervise all working committees, which were involved in event planning. Work with the participating schools and venues on all technical and logistical aspects of the Florida Classic Football Weekend. Serve as the Event Manager for game day operations. Book and coordinate entertainment for non-football related Florida Classic events.

MEMBERSHIPS

CIC – Convention Industry Council

CMP Board of Directors (2013 – 2014)

CSPI – Convention Sales Professionals International

Board of Directors (2012 – 2015)

President Elect (2013-2014)

ESPA – Event Services Professionals Association

Board of Directors (2004 – 2012)

President Elect (2010-2011)

IAEE – International Association of Exhibitions and Events

IAVM – International Association of Venue Managers

MPI – Meeting Planners International

NCBMP – National Coalition of Black Meeting Planners

PCMA – Professional Convention Management Association

PCMA Annual Meeting Planning Committee (2008)

REFERENCES

Available upon Request