

MICHAEL JORDAN

CONTACT



+1 561 538 0845



19jordan74@gmail.com



Miami Gardens, FL 33169

SKILLS

- Data entry
- Filing
- On The Job Instructor
- Kronos
- Indoor/Outdoor Plumbing
- Water Meter Programming
- Water Meter Reader
- Water main/service repairs
- Safety Promoter
- Supervisor
- Answering phones
- Progress monitoring
- Inspections management
- Outstanding prioritization skills
- Excellent personal service experience
- Supervisory role experience
- Ability to give orders
- Understanding of finances
- Report generation
- Report creation
- Quality assurance controls
- System implementation
- Adaptive team player

PROFESSIONAL SUMMARY

My objective is to manage, educate, train and exhibit excellent leadership qualities that produce measurable results through strategic, work and workforce planning.

EXPERIENCE

February 2022 - Present

Admin Officer-Field Customer Service Manager

Broward County Water & Wastewater, Pompano Beach, Florida

- Processed invoices, purchase orders, expense claims and other transactions according to established procedures.
- Reviewed incoming documents for accuracy and completeness prior to processing.
- Resolved issues, escalating major conflicts and concerns to appropriate personnel.
- Managed calendars, scheduled meetings and organized events.
- Provided support in the preparation of reports, presentations and other documents.
- Built and maintained relationships with vendors and other external contacts.
- Analyzed business processes and identified opportunities for improvement.
- Assisted with budgeting processes by tracking expenses and preparing financial reports.
- Routed phone calls to appropriate recipients and handled internal business correspondence.
- Used various software programs for efficient document creation or editing purposes.
- Updated account information in company databases.
- Calculated product quantities and ordered new items to prevent shortages.
- Organized meetings and disseminated company information to employees.
- Developed company budgets and tracked expenses to meet profit goals.
- Utilized statistical analysis to gauge company productivity.
- Created and maintained strong relationships with staff, customers and stakeholders.
- Wrote logs and reports, detailing activities for supervisor.
- Reviewed data to identify risks, determine needs and make adjustments.
- Conducted research and analysis to identify key industry trends.
- Participated actively in meetings and conferences in representation of corporate interests.
- Developed and implemented strategies to improve productivity, efficiency and effectiveness of operations.
- Organized regular training sessions on relevant topics for departmental staff.

- Problem-solving abilities
- Schedule mastery
- High-energy attitude
- Courteous demeanor
- Project management abilities
- Water main and water services installation, repair and maintenance, water meter change-outs, installations and rebuilding, water meter flow testing, water meter programming/deprogramming, obtaining meter reads/re-reads, assessing water meter communication failures and repairs, installation of 520M smart point single and dual port radio units, radio antennas, replace and install meter boxes and tops, valve box installation, valve repair and installation(valve stop machine), obtain quotes from vendors for supplies, maintain tally sheets for purchase orders, read & construct blueprints for distribution systems installed in house, small, medium and heavy equipment operator
- Clean Driving Record
- Time Management
- Clean Driving Record
- Punctual and Reliable
- Problem-Solving
- Customer service and support
- Customer Communication
- Safety Compliance
- Loading and unloading

- Analyzed data from different sources to identify areas for improvement in operational performance.

April 2020 - Present

Valet Concierge

Valet Living, Tampa

- Residential receptacle pick up
- Engaged in friendly conversations with customers to ensure satisfaction.
- Reported incidents or claims to management to facilitate immediate intervention.

October 2019 - February 2022

Public Service Supervisor

Water Meter Services, US, US

- Data entry, filing, on the job instructor, Kronos, indoor/outdoor plumbing, water meter programming, water meter reader, water main/service repairs, safety promoter, supervisor, answering phones, progress monitoring, inspections management, outstanding prioritization skills, excellent personal service experience, supervisory role experience, ability to give orders, understanding of finances, report generation, report creation, quality assurance controls, system implementation, adaptive team player, problem-solving abilities, schedule mastery, high-energy attitude, courteous demeanor, project management abilities, water main and water services installation, repair and maintenance, water meter change-outs, installations and rebuilding, water meter flow testing, water meter programming/deprogramming, obtaining meter reads/re-reads, assessing water meter communication failures and repairs, installation of 520M smart point single and dual port radio units, radio antennas, replace and install meter boxes and tops, valve box installation, valve repair and installation (valve stop machine), obtain quotes from vendors for supplies, maintain tally sheets for purchase orders, read & construct blueprints for distribution systems installed in house, small, medium and heavy equipment operator

February 2001 - February 2022

Public Service Worker I

City of Hallandale Beach, Hallandale Beach

- Asphalt and sidewalk installation, restoration, curve & gutter installation and restoration, storm sewer installation and repair, canal cleaning, repair and clean storm drains, fill potholes, general maintenance

February 2016 - January 2017

Banquet Steward

Diplomat Beach Resort, Hollywood

- Stewarding, food runner, dishwasher, pull master helper, general maintenance

June 2004 - January 2005

Public Service Supervisor Trainee

City of Hallandale Beach, Hallandale

- Execute water taps (wet/dry), scribe daily ledgers, general maintenance, Kronos time sheets, evaluate, train and supervise employees, sit in on interviews, storm water cleaning, repair & maintenance (pump stations), waste water maintenance & repair (lift stations/force main/laterals)

June 2003 - June 2004

Group Leader

School Board Of Broward County, Ft. Lauderdale

- Food distribution, activities director & supervisor, field trips, safety instructor, park attendance, rental set-up, minor plumbing repairs, interact with general public, general maintenance

May 1997 - February 2001

Recreational Leader

Parks & Recreation, Hallandale Beach

- Helped participants enjoy activities while ensuring adherence to protocol, gathered, prepared, operated and maintained all equipment and supplies necessary for planned activities, planned, organized, facilitated and promoted diverse recreational programs, maintained facilities, grounds and equipment to ensure community safety and attract attention, consulted with staff and other professionals to discuss activities, promoted fun, safe and inclusive environment by monitoring activity of campers to identify and address behavioral issues, coordinated daily schedule of activities to assigned campers and managed transitions to ensure timely arrival, remained cognizant of camper dietary restrictions and allergies, confirming proper snacks and meals were distributed to each camper, developed events and programs in consideration of needs, abilities and interests of participants

January 1995 - June 1995

Teacher's Aide

Hollywood Central Elementary, Hollywood

- Assisted instructional staff with implementing lessons and activities for full classes and small groups, assisted in developing programs and activities to drive improvements in students' academics, kept audio-visual supplies and equipment organized and ready for classroom use, supervised children and participated with children in activities, established positive relationships with students, parents, fellow teachers and school administrators, kept students safe inside and outside classrooms by proactively monitoring behaviors and tracking student movements, safety hazards and visitors, provided one-on-one assistance and tutoring to students requiring additional help, promoted student learning by providing individualized and small group support to reinforce classroom topics, helped students master learning concepts through one-on-one and small group tutoring, contributed to positive, educational setting by delivering gentle discipline and promoting student success

June 1993 - August 1993

Recreation Aide

City of Hallandale Beach, Hallandale Beach

- Monitored and supervised recreation center activities, including ball sports, games, field trips and basic leisure classes and patiently taught rules of team

and individual games and activities, organized and supervised play and recreational activities for children and adults at parks and playgrounds and kept recreational areas neat, clean, safe and inviting, planned, organized and delivered therapeutic recreational services to residents, encouraging participation in activities, set up facility areas with supplies, tables and chairs for planned activities, monitored group safety and quickly intervened to end unsafe behaviors, integrated social aspects into activities by encouraging partnerships and team-based participation

October 1992 - June 1993

Court Liaison Aide

City of Hallandale Beach, Hallandale Beach

- Updated and maintained court calendar, responded to inquiries about court procedures and resolved scheduling conflicts with attorneys, juggled multiple projects and tasks to ensure high quality and timely delivery

EDUCATION

Elementary Education

Central State University, Wilberforce, Ohio

Bachelor of Science (B.S.) in Elementary Education

Florida Memorial University, Miami, Florida

High School Diploma

Hallandale High School

CERTIFICATIONS

- DOT Traffic & safety workshop 2016
- (Water distribution certification B & C (DEP-state certified)
- Backflow Certification Workshop 2022'
- Florida Department of Environmental Protection Water Distribution Certification Level 1(2023)'
- Storm Water Certificate Level 2
- Wastewater Certificate Level 3
- NIMS certified 100-700
- Utility Management Certification 2015
- Manage For Success 2021

REFERENCES

Lorenzo Reed

786-333-0159

Frank Johnson

954-993-3451

Soris Garcia

954-457-1408

Randy Stovall

305-799-7256

HOBBIES AND INTERESTS

Listening to music, Reading & writing poetry