

MICHAEL CLOSE, MBA

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March 8, 2024

Meredith DeBruin
City Clerk
Sheboygan City Hall
828 Center Avenue, Suite 103
Sheboygan, WI 53081

RE: District 3 Alderperson Position Vacancy

Dear Ms. DeBruin and the Members of the Common Council,

I am writing to express my strong interest in the vacant District 3 Alderperson position previously held by Amanda Salazar. As someone who was born and raised in Sheboygan and returned to the city in 2020 after living out-of-state for several years, I am deeply committed to the progress and well-being of our community.

Over the past several years, I have had the privilege of serving as the president of the Historic Grant Neighborhood Association. In this role, I have brought together residents and local organizations and institutions including Uptown Social and the Sheboygan County Historical Society to celebrate our area's opportunities and unique history. Additionally, our annual Adopt-A-Family holiday gift drive and Dumpster Day have fostered a sense of unity within our community.

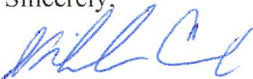
Born and raised in Sheboygan, I have a deep-rooted connection to this city. My professional experience includes time spent working at Rockline, providing me with valuable insights into the needs and challenges faced by local businesses and their employees. Furthermore, as a parent of three boys, two of whom attend the Sheboygan Area School District with a third currently attending A Million Dreamz, I have a vested interest in ensuring the continued success and growth of our community.

With over a decade of experience in program and project management at the Federal Reserve, I have honed skills that could be invaluable to the City Council. My expertise in navigating large-scale IT programs and transformative technologies including artificial intelligence (AI) could position Sheboygan at the forefront of innovation, driving economic growth and improving the lives of our citizens.

Amanda Salazar's tenure has positively moved the city forward in many ways and I'm proud to have had her as my Alderperson. I share her vision for a vibrant and inclusive Sheboygan as well as her intentions to revitalize this city, as evidenced by her support for many public works projects during her time as Alderperson. These projects hold the promise of bringing new life and economic opportunities to our city.

I am excited about the opportunity to contribute to the continued prosperity of our beloved city. If selected for this role, I would bring a fresh perspective, unwavering dedication, and a collaborative spirit to the City Council. Thank you for your consideration, and I look forward to further discussing my qualifications and vision for Sheboygan.

Sincerely,



Michael Close

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COMMUNITY LEADER AND PROGRAM MANAGEMENT PROFESSIONAL *with extensive experience working for and in conjunction with federal and military agencies. Well-versed in IT program and project management principles with a proven record of success leading all phases of a project lifecycle. Highly skilled at providing hardware and software support for diverse computing environments. Commended by management as "accountable, reliable, and forward-thinking."*

Qualifications & Skills

Community Leadership – As President of the Historic Grant Neighborhood Association, my leadership has brought together residents, local organizations like Uptown Social, and institutions such as the Sheboygan County Historical Society to celebrate the area's unique history. One of the highlights of my tenure has been the annual Adopt-A-Family holiday gift drive, which has spread joy and hope to underprivileged families during the festive season, fostering a sense of unity and compassion within the neighborhood.

Project/Program Management Skills – Adept in building strong relationships, motivating others, and effectively collaborating with IT staff, military personnel, customers, vendors, and third-party contractors. Able and ready to lead workgroups and meetings, build workplans for direct reports, delegate assignments and monitor progress, and manage teams of technical analysts and technicians. Business Relationship Management (BRMP) and ScrumMaster (CSM) certified.

Work Experience

FEDERAL RESERVE NATIONAL IT, Remote (Wisconsin)

Sr. Business Analyst, 10/2018 to Present

- ✓ Consult with Federal Reserve System program and project managers on best practices for product, vendor, financial, and resource management
- ✓ Monitor Federal Reserve System programs and report key performance metrics and program recommendations to executive management to assure program success
- ✓ Provide technical and program assistance to over 5,000 users in the FedPPM (Clarity PPM) application across all twelve Federal Reserve Banks as well as the Board of Governors
- ✓ Utilize Jira and Rally software to track progress of the operational and development scrum teams within the Program Assurance Function (PAF)

FEDERAL RESERVE BANK OF BOSTON, Boston, MA

Lead, Equipment Services, 03/2018 to 10/2018 - *Promoted three times within five years with the Federal Reserve Bank of Boston. Provide continuous technical support to the SVC group, and lead, mentor, and manage others in properly monitoring and maintaining EagleCash and EZPay equipment.*

- ✓ Manage operational projects involving equipment and customer service teams for the Stored Value Card (SVC) Program for the US Treasury Fiscal Service
- ✓ Analyze the skills and experience necessary for operations and provide coaching, mentoring, and training
- ✓ Facilitate transition from traditional to a Kanban/Scrum based operational model
- ✓ Provide direct communication and support for high-level management at the Federal Reserve Bank of Boston, US Treasury Fiscal Service as well as military finance offices, merchants, and vendors

Sr. Systems Technician, 12/2014 to 03/2018 – *Promoted to Senior level in October 2017*

- ✓ Travel to U.S. installations and provide technical training and support on the use of EagleCash and EZPay equipment to deploying military personnel
- ✓ Provide continuous, on-site technical, and financial support, responding to all queries in a timely manner
- ✓ Perform acceptance testing during the distribution of new equipment, and diagnose and isolate any complex technical issues that arise
- ✓ Conduct and oversee continuous training to keep staff members up to date and informed of any issues regarding equipment and Treasury Fiscal Service policy

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Work Experience, cont.

Customer Service Specialist, 02/2012 to 12/2014

- ✓ Effectively communicate and interact with U.S. Treasury field technicians and stakeholders, domestically and abroad
- ✓ Travel to U.S. military installations to deploy EagleCash equipment, train base personnel on the proper usage of equipment
- ✓ Develop and maintain strong working relationships with vendors, military personnel, and military finance offices

SVC Equipment Specialist, 08/2011 to 02/2012

- ✓ Spearhead deployments of EagleCash kiosks and various pieces of equipment to foreign and domestic U.S. military bases
- ✓ Build and image complex equipment to facilitate sensitive financial transactions for the U.S. military while deployed and in basic training
- ✓ Assure the quality of the equipment by implementing stringent guidelines for inspections of equipment during the build, packaging, and shipment processes

UNIVERSITY OF WISCONSIN – STEVENS POINT, Stevens Point, WI

Information Technology Purchasing Office Assistant, 09/2008 to 12/2010

- ✓ Process computers and peripheral equipment through the university's Asset Control System (ACS) and purchase order system to maintain asset accountability
- ✓ Accurately arrange work orders in the FootPrints system and delegate daily work responsibilities to IT staff members
- ✓ Maintain computers and peripherals in reserve inventory for use by faculty and staff as needed

ROCKLINE INDUSTRIES, Sheboygan, WI

Team Supervisor, 06/2006 to 08/2008 – Promoted to Supervisor after approximately six months of employment (12/2006).

- ✓ Coordinate three production lines and manage a team of 15 associates while also working as a machine operator
- ✓ Successfully train all associates on operation and maintenance of machines and equipment, ensure all safety guidelines are followed
- ✓ Educate, coach, and train team on various soft skills such as conflict management, communication, and motivation
- ✓ Facilitate ongoing changes to Kanban and a lean manufacturing system
- ✓ Perform routine inspections and adjustments to all machines and equipment to ensure safe and consistent operations

Education & Professional Development

Master of Business Administration (MBA), New England College of Business and Finance, Boston, MA

Bachelor of Arts, History, Business Administration, University of Wisconsin-Stevens Point, Stevens Point, WI

CONTINUING EDUCATION & TRAINING

A+ CE Certification, CompTIA, 2015

IT Service Management (ITIL Foundation), AXELOS Global Best Practice, 2015

Leadership Training Course, "Essential Skills for Leading and Managing Others", Federal Reserve Bank of Boston, 2016

Information Technology Management and Leadership Professional Training, ITML Institute, 2017

Certified ScrumMaster (CSM), Scrum Alliance, 2018

Business Relationship Management Professional (BRMP), Business Relationship Management Institute, 2020