

# **Hanif David Christie, B.S.**

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## **OBJECTIVE:**

Eager professional with experience in municipal governance and community development, seeking to apply skills learned while working for the City of Westlake to enhance public service. A City of Westlake resident looking for the opportunity to represent the best interest of my neighbors and the company.

## **CERTIFICATIONS:**

- **Six Sigma Lean:** Yellow Belt
- **Florida Teachers Certification Education:** Professional Education
- **Florida Teachers Certification Education:** Social Science Education (Grade 6-12)
- **CPhT:** Certified Pharmacy Technician (2005-2010)

## **EDUCATION**

**University of Central Florida, Orlando, FL**  
***Bachelor of Science, Social Science Education***, May 2014

**University of Central Florida, Orlando, FL**  
***Minor, Public Administration***, May 2014

Honors:                      Bright Future Scholarship  
                                 J.D. & Alice Butler Memorial Scholarship  
                                 President & Dean's List honor recipient

## **CAREER DEVELOPMENT**

**City of Westlake (managed by Inframark)**  
**Operations Coordinator**  
***Westlake, FL – July 2022 to present.***

- Environmental and Solid Waste department manager
  - Manage contracted services with Waste Management
  - Negotiate and amend City of Westlake, WM contract
  - Monitor weekly solid waste disposal for the City of Westlake
  - Create and dispatch solid waste and recycling bin order throughout the city
  - Advise commercial and residential units on solid waste concerns
- Housing Assistance Purchase Program Yearly (HAPPY) Program Manager
  - Manage application approval and denials into the HAPPY Program
  - Secure funding for applicant to help with down payment or closing costs assistance
  - Communicate and organize with lenders and title company during home closing process
- Performance Bonds Overseer for private and public works
  - Organize historical documents of all community bonds for the City of Westlake
  - Update and contact City engineers to solidify progressive change to performance bonds
- City Representative
  - Attends public work meetings as a liaison on behalf of the City of Westlake to stay informed and involved on aspects regarding county/statewide emergency situations
  - Collects and submits necessary documents for the City of Westlake pertaining to county and federal agency requests
  - Acts as direct point of contact for matters our community needs assistance with for solid waste concerns, HAPPY program details/updates and HOA disputes

**Apex Construction Inc.****Account Manager*****Oceanside, CA – April 2018 to June 2019***

- Oversee dispatching and creation of new work orders
- Process invoices to client for payment
- Write and present proposals for commercial maintenance projects
- Meet client requirement for dispatching within 2 hours of request
- Build customer relationships to increase growth and retain all business
- Manage technicians throughout the 48 contiguous United States
- Vendor acquisition and retention
- Strive and set monthly department goals
- Exceed customer service expectations of client through communication and timely service requests
- Proven increased growth reflected in year over year reporting
- Complete and increase cost analysis for profit
- Create efficiency strategies to build long-term success
- Acquire new business through client proposal submissions
- 75/25 percent split in office versus remote work atmosphere

**Nationwide Construction & Repair Company, Inc.****Senior Account Manager: The Home Depot*****Vista, CA – February 2016 to April 2018***

- Drive high-level strategy development for major facilities maintenance
- Focus on boosting market share and establishing a culture of continual process improvement
- Oversee day-to-day operations, training, and performance for team of 8 in customer service and field operations throughout 15 states
- Hold indirect responsibility for 50 employed technicians
- Orchestrate multistate roll-out projects for Fortune 500 retail client geared toward renovations and repairs
- Progressively boost multi-million dollar billing over quarterly basis
- Process invoicing over 10 million dollars annually
- Spearhead recruiting, screening and hiring for NCRC office staff
- Conduct yearly employee reviews, team assessments and establish necessary disciplinary actions
- Conduct cost analysis for profit
- Writing contract proposals to complete repairs and projects for renovations
- Coordinate job orders for client's service requests nationwide
- Provide emergency services for client to help aid recovery for neighborhoods affected during Hurricane's Harvey in Houston, Irma in the US Virgin Islands and Maria in Puerto Rico.
- Meet client requirements for servicing within 4 hours and up to 48 hours from time of request
- Service client at work order requests at volume of over 1300 calls a month
- Responsible for up to 70% of NCRC's total revenue
- 80/20 percent split in office versus remote work atmosphere

**SKILLS/PROFICIENCIES**

- **Typing speed 70 WPM**
- **Windows / Macintosh Software**
- **Microsoft Office Suite**
- **Adobe Photoshop Graphic Editing**
- **Final Cut Pro Video Editing**
- **SAMPro software for DataBasics**
- **Preservation Property Wizard**

## **PROFESSIONAL REFERENCES**

**Kenneth Cassel, *City Manager***

City of Westlake – (561) 530-5880

**Clay Orey, *Director of Maintenance***

Apex Construction Inc. – (760) 622-2187

**Jan Kettle, *Chief Financial Officer***

Nationwide Construction & Repair Company, Inc. – (760) 535-5000