

SUMMARY

An innovative leader with proven communications, organizational, and analytical skills. Achievement-oriented with foresight; a dedicated team player who is able to work independently within the organizational framework. Approximately twenty years of management experience with particular expertise in the following areas:

- * Governmental Operations
- * Customer Relations and Support
- * Computer System Design and Implementation
- * Strategic Planning and Operations Analysis
- * Financial Operations and Budget
- * Operations and Project Management

RELEVANT PROFESSIONAL EXPERIENCE

Principal, Colin Baenziger & Associate, Wellington, FL 1996-1999 & 2002 to Present
Manager, Municipal Consulting Services, Rachlin Cohen & Holtz, Miami, FL 1999-2002

Serve as a advisor to clients such as the Marriott Corporation, Martin and Palm Beach Counties and the Cities of Tamarac, Islamorada, Lauderdale Lakes and Palm Beach Gardens. Assignments have included executive search, expert witness testimony, management studies, business practices reviews, development of standard operating procedures and staff training. Recommendations have included cutting staffing levels by up to 10%, instituting stronger management practices, revamping infrastructure and financial management systems.

Village Manager/Chief Administrator, Acme Improvement District & Village of Wellington, FL 1993-96
Served as Chief Executive Officer for a community of 26,000 in south Florida. Oversaw the operations of 150 employees and a \$25 million budget. Led the transition from a special district to a full-fledged city. Restored staff morale, reduced operating budget by 9% while maintaining existing service levels, revamped budget/financial systems winning awards for the efforts, encouraged citizen involvement and restored financial integrity to the water/sewer fund eliminating a \$4 million accumulated deficit.

Management Consultant, McLean, VA 1992-1993
Performed a variety of studies and developed computer systems to address client needs. Typical projects included, for the Recording Industry Association of America, designing and implementing a local area network system to distribute royalties to featured recording artists and companies and, for the International Multi-media Association, developing a directory of copyright clearinghouses.

Associate Director and Bureau Chief, Government of the District of Columbia 1982-1991
Served in several capacities including Chief Financial and Administrative Officer for an agency of 550 employees with responsibilities for finance (accounting for \$2.4 billion in tax revenues annually and overseeing the District's \$100 million user fee program), planning, personnel, labor-management relations and the local area network. Earlier served as chief of the Water and Sewer Utility's measurement and billing operation. Achievements included teaching the organization to operate like a business with the result being that the operation, previously known for poor performance, was given an A rating by *Washingtonian* magazine.

EDUCATION

Cornell University's Graduate School of Management
Carleton College

Masters Degree *with Distinction*
Bachelor of Arts

PROFESSIONAL AND COMMUNITY AFFILIATIONS

- * Leadership Palm Beach County, Class of 1997
- * International and Florida City/County Manager's Associations
- * President, First Wellington, Inc. (a master homeowner's association of 10,000 homes)