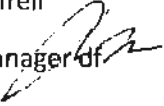


MEMORANDUM

TO: Mayor England
Vice Mayor Kostka
Commissioner George
Commissioner Samora
Commissioner Rumrell

FROM: Max Royle, City Manager 

DATE: October 23, 2020

SUBJECT: Interview of Candidate, Ms. C. Michel Cloward, for Position of Regular Member on the Sustainability and Environmental Planning Advisory Committee

SEPAC lacks two regular members and an alternate. Ms. Cloward has requested that you consider her application for the position of regular member. Her application is attached.

She's been invited to your November 9th meeting for the customary interview.



**ST. AUGUSTINE BEACH CITY COMMISSION
BOARD AND COMMITTEE APPLICATION**

FOR APPOINTMENTS TO COMMITTEES NOT INVOLVED IN LAND USE

Date received by City 8/12/2020

Thank you for your expressed interest in being considered for appointment to committees, boards, commissions or advisory groups appointed by the City Commission. The Commission appreciates your willingness to serve your fellow citizens in a volunteer capacity. Please complete this application to the best of your ability. (You may attach a resume and/or additional data. Please reference attachments in the appropriate section(s).)

Name: Chaya "Michel" Cloward

Address: 204A A St., St. Augustine, FL 32080

Phone #: 904.687.8263 E-Mail Address: Michelcloward@gmail

How long have you been a legal resident of the City of St. Augustine Beach. 1 year

I am a full-time ☒ part-time _____ resident _____

I am ☒ am not _____ a registered voter in St. Johns County.

List all active professional licenses and certifications: REAL ESTATE SALES ASSOCIATE LICENSE.

Educational background: BACHELOR'S OF SCIENCE IN INFORMATION SYSTEMS OPERATIONS MANAGEMENT

Past work experience: INFORMATION SECURITY, PROPERTY MANAGEMENT, BUSINESS SUSTAINABILITY ADVOCATE (SMALL BUSINESS STARTED TO FACILITATE ENERGY COST SAVINGS FOR BUSINESSES)

Please list any civic clubs, professional organizations or public interest groups of which you are a member or in which you have been active: (attach additional sheet, if necessary)

1. GREENSBORO JAYCEES (PREVIOUS BOARD MEMBER)
2. INFORMATION SYSTEMS (PREVIOUS BOARD MEMBER)
3. SECURITY ASSOCIATION (ISSA) (PREVIOUS BOARD MEMBER)
4. _____

Please indicate by preference, all City boards, committees of councils in which you have an interest:

1. Beautification Advisory Committee ☒
2. Other ☐

I am available for meetings

- a. During the day only ☐
- b. Evening only ☐
- c. Anytime ☒

List three (3) personal or professional references:

1. DAN LANG, BROKER ASSOCIATE, 904.501.6867
2. CATRINA KUDATWASHE, ENTREPRENEUR, 407.276.7850
3. DAVIS CLOWARD, RETIRED, 786.563.5094

You may use this space for a brief biographical profile or to list certain skills you possess that may be relevant to the appointment you are seeking. (Indicate below if you are attaching a resume.)

SEE ATTACHED RESUME.

NOTE: All information provided will become a matter of public record and will be open to the public. If you require special accommodations because of a disability to participate in the application/selection process, you must notify the City Commission in advance. This application will be kept on file for one (1) year, at which time you must notify the City Commission of your intent to remain an active applicant and update your application accordingly or it will be removed from the active file.

I hereby authorize the City of St. Augustine Beach or its representatives to verify all information provided and I further authorize the release of any information by those in possession of such information which may be requested by the City. I certify that all information provided herein is true and accurate to the best of my knowledge. I understand that a volunteer position provides for no compensation except that as may

be provided by Florida Statutes or other enabling legislation.

Michael Cloward 8/12/2020
Signature Date

Please return completed application to:

The City of St. Augustine Beach
2200 A1A South
St. Augustine Beach, FL 32080
Phone: (904) 471-2122 Fax: (904) 471-4108

Thank you for your interest!

Contact

michelcloward@gmail.com

www.linkedin.com/in/cmcloward
(LinkedIn)

Top Skills

Leadership

Training

Sustainable Business

Languages

Hebrew (Elementary)

Spanish (Limited Working)

Honors-Awards

Bryan Achievement and Leadership
Award

Publications

Cloud Computing: What Does It All
Mean?

Secure Your Data: Best Practices for
Everyone!

Green IT Reduces Costs

Chaya Michel Cloward

Cyber Guardian, Real Estate Agent
St Augustine

Summary

Motivated and productive business professional with superior communication skills; analytical, planning, and troubleshooting skills. Dedicated to achieving a win-win situation for my clients and their clients.

Exemplary relationship building that foster trust and dependability. Proven leadership capabilities with minimal supervision, self-motivated with high energy and easily conveys technical concepts to non-technical users.

Specialties:

- Customer Service
- Sustainable cost saving drivers
- Process efficiency
- Team development
- Technology solutions
- Information systems

Experience

Sunshine Realty & Appraisal Services, LLC

Licensed Realtor

June 2020 - Present (3 months)

St Augustine, Florida, United States

I am a multi-talented, driven, team player with the personality skills to put anyone at ease.

Self Employed

Cybersecurity Marketing Consultant

September 2019 - Present (1 year)

United States

Create and share cybersecurity content to help educate and create Cyber Guardians.

Citadel Information Group
Information Security Analyst
August 2017 - August 2019 (2 years 1 month)
Greater Los Angeles Area

Citadel Information Group delivers Information Peace of Mind® to business and the not for profit community. We are a full service integrated cyber security and IT management firm. We work either consultatively or as part of a client's senior management team to assist our clients cost-effectively manage the confidentiality, privacy, integrity and availability of their information. We are particularly adept at working with small and medium sized organizations where we often provide a combination of management expertise, technology know-how, coaching and training. As leaders in the Los Angeles information security community, we are experienced in security management best practices such as ISO 27001-02, CISSP, CISM, ITIL® and six-sigma as well as compliance requirements such as HIPAA HITECH, GLBA, PCI DSS and Breach Disclosure.

Icon Media Direct
Information Systems Support Specialist
August 2014 - May 2017 (2 years 10 months)

Icon Media Direct, Inc. is the advertising industry's premier Direct Response media agency. We specialize in Direct Response media services, including Short Form and Long Form television, Spanish language television, Digital and Print.

Coordinate a variety of technical and administrative services related to information management within the organization; plan, organize, coordinate, and execute reporting service requests between end users and systems; respond to various problems and coordinate with technical staff to create solutions or enhance systems performance.

Sustainable IT Solutions
Founder / CEO
June 2013 - December 2016 (3 years 7 months)
Los Angeles

Sustainable IT Solutions offers custom training tailored towards your business processes and systems. Founded on the principles of sustainability; cost reduction, data security, efficiency, and a positive impact on the environment. We promote Business Sustainability and the use of Green IT to reduce businesses impact on our resources and environment.

Seamlessly develop and drive strong working relationships with existing customers, and prospects to identify and cultivate key educational opportunities that supports business goals.

1-800-DENTIST

Helpdesk Coordinator & Support

June 2013 - January 2014 (8 months)

Los Angeles, CA

Single point of contact for end user support in hardware, software, phones, and other devices.

Includes: diagnosing, installing, repairing, maintaining, modifying, and upgrading all hardware and software for workstation optimal performance. Trained employees on best practices, computer skills, and internal software. Created an exceptional level of customer service and willingness to go above and beyond for all internal and external customers.

Responsibilities:

- Installed , configured, tested, maintained, monitored, troubleshoot end-user workstations and other hardware throughout organization.
- Provided exceptional customer service for all internal users.
- Maintained ticket system by consistently updating by removing duplicates and closing old tickets.
- Developed and created helpdesk manual including all processes and procedures.
- Responsible for all asset management physically and in system.
- Opened the lines of communication between departments to improve efficiency and decrease redundancy.
- Administer and maintain end-user accounts, permissions, and access rights.
- Implemented new VoIP phone system.

Achievements:

- Modified processes to reduce new hire tickets from three to one.
- Increased productivity and extended life of machines by mandating shut-down policy and performed maintenance.
- Reduced help desk tickets submitted by 80%.

UNCG

Technology Support Specialist/DMCA Manager

May 2010 - May 2013 (3 years 1 month)

University of North Carolina Greensboro

- Document and managed the Digital Millennium Copyright Act DMCA campus violations.
- Educate and train on laptop security, maintenance and care.
- Troubleshoot and support hardware, software, and mobile devices.
- Annually updated and revised Employee Manual.
- Created technical documentation.

Solua, Inc

Office Manager

December 2009 - March 2011 (1 year 4 months)

Reported directly to President. Processed and managed online orders, customer service, and marketing for organization.

Education

University of North Carolina at Greensboro

Bachelors of Science, Information Systems Operations

Management · (2009 - 2013)

Instituto Tecnológico y de Estudios Superiores de Monterrey /
ITESM

Semester Fall 2012 Study Abroad, Spanish · (2012 - 2012)

Universidad San Ignacio de Loyola

Semester Spring 2012 Study Abroad, Spanish · (2012 - 2012)

May 2003 Valencia Community College

Associate of Arts, Communications · (1999 - 2003)