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Aloha,

In my opinion, every job needs a high focus on customer and public relations. They need to focus on building strong relationships and repairing any relationships that have been damaged. The mission to build and maintain relationships has become my life's mission both personally and professionally. The way you do one thing is how you do all things. If I'm kind and loving to my family, I want that care and focused attention with a "customer" to spill over into my career and day-to-day interactions with any human.

Mahalo!

Program Supervisor

Maui Family Support Services

April 1st, 2024 to present

Program development and oversight

Responsible for the overall direction, coordination, and evaluation of all the program-assigned services

Performance Quality Improvement Plan and Quality Assurance Plan

Monitor assigned programs contracts regularly including goals and objectives program development and measurement of outputs and outcomes.

Participate in community tasks forces groups or committees as needed and appropriate or directed.

Security Officer, Lead & Supervisor

The Whaler on Ka'anapali Beach – Lahaina, HI

May 2021 to August 2023

I held the position as the Security Supervisor at The Whaler for a year. I was responsible for securing about six (6) acres of property, over 200+ condo doors, and leading a team of about 15 officers. I was in direct contact with owners, resort guests, vendors, and outside agencies, such as the Maui Police Department and other outside security agencies. My other responsibilities were as follows:

- Building and continuing vendor relationships
- Problem resolution

- Scheduling and staffing a 24hr seven (7) days a week schedule
- Incident Reports management
- Maintain Standard Operating Procedures within the security and safety department
- Maintain good standing relationships with our IT, and vision line key software.
- Manage vendors' key fob access with vision line
- Update and maintain quarterly Daily Active Reports (DAR).
- Monitoring Track Force Data.
- Making sure our Security Officers complete duties and tasks.
- Run stats and reports from the track force tour tracking system.

Homeowners Association Community Manager

Grayson Community Management

San Jose, CA September 2015 – 2016 and 2020 to June 2021

- Maintain the appearance of the community in its entirety by making improvements
- Project manage various projects within each HOA community
- Effectively gather information and repair requests from our Help Desk and Homeowners and communicate that information to the board and vendors
- Work in a fast-paced environment and able to make quick decisions
- Facilitate Board Meetings taking requests from board and homeowners
- Coordinate with the proper vendor for various requests that meet the needs of the HOA

Sales Specialist Apple Inc

San Jose, CA September 2018 to August 2020

- Facilitated the setup of devices and walking customers through the set-up experience
- Strong interest in technology, and agility at learning new products and features.
- Ability to deliver great customer experiences in any environment and to be invigorated by constant personal interaction.
- Strong communication skills that let me converse as freely and comfortably with small groups and individual customers.

- Assisted with "Today At Apple" Summer Camps by helping children enrich their lives with Apple services and products.

PE Teacher/Coach Peninsula Community Center - Redwood City, CA 2017 to 2018

- Facilitated the setup of the physical education experience and daily activities during recess
- Provided Physical and Nutrition Education classes for Kindergarten to Fifth Grade.
- Responsible for reviewing and implementing the PE+ set curriculum.
- Worked cohesively with a team and collaborated to make the best experience for my classroom.
- Creative, flexible, and adaptable in a changing teaching environment.

Jail Coordinator

SERVICE LEAGUE - Redwood City, CA 2010 to 2014

- Organized inmate request forms into their various category and fulfilled requests such as greeting cards, phone calls, and information counseling
- Counseled inmates on release options to build a successful re-entry into the community
- Supervised "out-mates" for our Sheriff Workers program. Responsible for training them, coordinating their breaks and work schedules throughout their time with the Service League
- Supervised the front desk in the jail lobby and provided customers, friends, family, and loved ones with dependable customer service

Community Recreation Leader CITY OF MOUNTAIN VIEW - Mountain View, CA 1997 to 2010

- Supervised staff for an after-school program at Graham and Crittenden Middle Schools
- Managed staff, participant, and parent conflicts
- Ensured the program met the needs and interests of our participants
- Trained staff on our policy and procedures

Education

Santa Clara High School

Skills

Verbal communication

Team building

Teamwork

Achievements

Certificate in Life Coaching

Being a Father