



Skills

- **Leadership:** I effectively lead and manage both direct and indirect reports using a servant leadership approach, achieving operational goals and improvements
- **Communication:** Expert in written, verbal, and presentation skills for delivering high-quality information to a wide range of audiences
- **Technical Proficiency:** Demonstrated expertise in technical skills, continually seeking out certifications to enhance and support my capabilities.
- **Teamwork:** Build partnerships and collaborate with SMEs to equip the team for success.
- **Flexibility and Creativity:** Solve complex problems with practical, creative solutions.
- **Customer Service:** Lead by example in providing the service I expect as a customer.

Experience

Branch Manager, Sandwich Isle Pest Solutions, Pacific Market, Hawaii Region *February 2024 - Present*

- **Revenue and Profit Goals:** Successfully delivered on set revenue and profit targets.
- **Operational Improvements:** Reviewed and analyzed policies, procedures, and processes, identifying areas for operational enhancement.
- **Stakeholder Collaboration:** Worked with stakeholders to ensure the implementation of scalable recommendations and solutions.
- **Quality Control:** Conducted quality control training and inspections to maintain high service standards.
- **Program Implementation:** Implemented company programs, initiatives, and operational guidelines.
- **Leadership:** Led and managed colleagues across multiple departments to enhance service delivery and reduce safety and legal risks.
- **Executive Reporting:** Managed reporting and communication to executive leadership on improvement implementations.
- **Customer Resolution:** Addressed and resolved customer issues effectively.
- **Principal Responsible Managing Employee for the Hawaii Region:** Ensured legal compliance and operational excellence within the region.
- **Leadership in Associations:**
 - President of Hawaii Pest Control Association (2023-present)
 - Chairperson of Hawaii Pest Control Association's IPM and Legislative Committees

- Appointed by Gov. Ige to a 5-year term on the State's Pesticide Advisory Committee
- Chairperson for Entomological Society of America's MUVE Education Committee.

Regional Support Manager, Terminix, Pacific Market, Hawaii Region *July 2017 - January 2024*

- **Principal Responsible Managing Employee for the Hawaii Region:** Ensured regulatory compliance and operational excellence.
- **KPI Monitoring and Resolution:** Monitored and resolved KPI deficiencies to promote business growth.
- **Branch Coordination:** Coordinated with Branch, Service, and Sales managers to achieve OKR and KPI goals.
- **Regulatory Liaison:** Acted as a liaison with state regulatory entities to ensure compliance with state and local regulations.
- **Direct Support:** Provided support to branches, technicians, and sales associates regarding customer escalations, technical, safety and entomology questions.
- **Operational Coordination:** Coordinated activities at all company levels to achieve operational goals.
- **Service Implementation:** Implemented new service offerings.
- **Compliance Auditing:** Audited pest control activities for compliance with contracts, policies, and laws.
- **New Hire Training:** Provided training for new hires through programs like ASPIRE and New Manager Onboarding.
- **Pest Management Plans:** Developed pest management plans for complex issues.
- **Safety Oversight:** Completed accident investigations and oversaw regional safety and fleet safety for the Hawaii region.
- **Certification Preparation:** Prepared staff for required certifications (PCFR, RME, Applicator).
- **State-Approved Training:** Provided state-approved CET classes for staff.
- **Association Leadership:**
 - Vice-President of Hawaii Pest Control Association (2022-2023)
 - Director of Hawaii Pest Control Association (2017-2021)
 - Chairperson of Hawaii Pest Control Association's IPM and Legislative Committees
 - Appointed by Gov. Ige to the State's Pesticide Advisory Committee
- **Community Service Coordination:** Coordinated community service activities (shoreline cleanup, GSA, food drive).

Environmental Health Specialist V (TA), Hawaii Department of Agriculture, Pesticides Program
November 2016 - June 2017

- **Staff Supervision:** Supervised a statewide staff of six, supported by one unit manager overseeing Pesticide Education and Registration activities.
- **Budget Management:** Provided budgetary information to the Program Manager.

- **Product Review:** Reviewed and approved pesticide products, SLN, and EUP applications.
- **Certification Management:** Managed Restricted Use Pesticide Dealer certification and recordkeeping.
- **FOIA Requests:** Responded to FOIA requests efficiently.
- **Project Management:** Led the Integrated Pesticide Information System project from design to implementation to modernize certification, registration, and educational databases (INFOR).
- **Legislative Testimony:** Provided testimony on behalf of the Department to the Hawaii Legislature.
- **Board Memberships:**
 - Member of the Hawaii Pest Control Board.
 - Member of the Hawaii Pest Control Association's Integrated Pest Management Committee.

Environmental Health Specialist III (Education), Hawaii Department of Agriculture, Pesticides Program *June 2012 - November 2016*

- **Consultations:** Conducted consultations with the regulated community to ensure compliance with State and Federal laws.
- **Database Management:** Managed a state-wide database of Certified Applicators.
- **Examinations Oversight:** Oversaw examinations for Applicator Certifications.
- **Translation Coordination:** Coordinated with translators to provide services to non-English speakers and underserved communities.
- **Community Outreach:** Worked with other governmental agencies to provide community outreach.
- **Industry Training:** Presented training at industry conferences and tradeshow.
- **Program Coordination:** Coordinated the Hawaii Farmer Information Program, involving eight government agencies in a statewide effort.
- **Media Appearances:** Appeared on local TV to promote pesticide safety.
- **College Instructor:** Taught AC 36, Pesticide Safety, at Windward Community College (1 college credit).
- **Class Design and Instruction:** Designed and taught CET classes for Restricted Use Pesticide Applicators.
- **Committee Membership:** Member of the Hawaii Pest Control Association's Integrated Pest Management Committee.

Environmental Health Specialist III (Enforcement), Hawaii Department of Agriculture, Pesticides Program *January 2009 - June 2012*

- **Regulatory Inspections:** Conducted civil regulatory inspections on pesticide users, general public complaints, and producers & retailers.
- **Investigatory Reports:** Prepared detailed investigatory reports for enforcement actions.

- **Sample Collection:** Collected and maintained the chain of custody for environmental samples.
- **Agency Coordination:** Coordinated with other governmental civil and criminal enforcement agencies.
- **SOP Revision**

Boat Captain and SCUBA Instructor *June 1996 - September 2008*

- **Crew Supervision:** Supervised a crew of 2-6 on passenger and cargo vessels.
- **Certification:** 100 Ton Near Coastal Master.
- **SCUBA Instruction:** PADI Master Instructor.
- **Owner/Operator**

Education & Certifications

- Associate Safety Professional: January 2023 - Present
- Board Certified Entomologist, Urban Pests: June 2021 - Present
- Pest Control Operator, Branch 1, 2, 3: June 2018 - Present
- OSHA 30-Hour General Industry Safety and Health: June 2018 - Present
- Hawaii Restricted Use Pesticide Applicator: Category 7a, 7b, 7c, 7e; June 2017 - Present
- Agricultural Leadership Program: January 2015 - April 2016
- Hawaii Restricted Use Pesticide Applicator: Category 10; January 2009 - Present
- BS Natural Resources and Environmental Management, University of Hawaii at Manoa: September 2004 - May 2008
- Certificate Marine Option Program, Leeward Community College: September 2004 - May 2008
- BS Natural Resources and Environmental Management, University of Hawaii, May 2008

Publications

Protecting Pollinators During Pesticide Applications. Russo, S. (2022, August) *PCT Online*.

Fly Master. Russo, S. (2021, June). *PCT Online*.

“The Allowed Use of Commercial Fertilizers, Pesticides, and Synthetic Substances on U.S. Farms Under the USDA National Organic Program” (Hollyer, Brooks, Fernandez-Salvador, Castrol, Meyer, Radovich, Russo. Food Safety and Technology, FST-56, 2013

Safety Poster “Protect Yourself and Workers From Pesticides” (Russo, Hollier)

Safety Poster “Apply Pesticides Safely, Legally and Efficiently” (Russo, Hollier)

Awards

Terminix Award of Excellence, President's Club 2021
State of Hawaii Sustained Superior Performance 2013