

MICHAEL FREITAS

GOV. MSG. NO. 49

OBJECTIVE

An opportunity to use my proven communications, planning and management skills to secure a position on a Board or Commission with the State of Hawaii.

QUALIFICATIONS

Over thirty years of federal and state government experience in the area of strategic planning, budgeting, procurement, communication and conflict resolution.

Proven leadership skills. Gifted at helping diverse public groups communicate with one another and reach a common goal.

Working knowledge of Federal, State and City agencies, administration, issues, policies and procedures.

BBA from the University of Hawaii – West Oahu.

PROFESSIONAL EXPERIENCE

2005 – 2011
City & County - Department of Customer Service, Honolulu, HI
Complaints Officer

- Supervised and coordinated a centralized complaints resolution program in support of all City operations.
- Prepared and developed the strategic plan, operating and capital budgets of the Complaints Branch
- Met as needed with the Mayor, Managing Director and other department heads to brief them on special public concerns.
- In coordination with Corporation Counsel investigated and responded in writing to the most sensitive and complex complaints.
- Served on panels to review complex matters such as Financial Responsibility.
- Worked with community groups on complex and sensitive projects, such as lottery sites on city property for public displays.

2001 – 2005
State of Hawaii – Department of Human Services, Honolulu, HI
Eligibility Worker

- Manage caseload of 280 clients; determine eligibility for appropriate government benefits.
- Interpret federal and state laws and policies governing benefit parameters.
- Fairly apply federal and state discrimination laws and regulations.

2000 - 2001

NCNS – Medical and Solid Waste Disposal Facility, Honolulu, HI

Company Administrator

- Coordinated with medical facilities the removal of medical and solid waste.
- Contract writing and negotiating for waste removal.
- Managed and trained staff of five; responsible for the packing, processing, transporting and disposal of medical and solid waste in compliance with federal, state and county solid waste regulations.
- Managed customer relations and complaint resolution.
- Managed office staff of three; responsible for payroll, training, dispatching and various human resource functions.

1975-2000

U.S. Navy, Fleet Industrial Supply Center, Pearl Harbor, HI

Director of Carrier Performance Department

- Managed and trained staff of six who were responsible for the oversight and evaluation of private sector service providers to all branches of military service.
- Reviewed government contracts in excess of \$20 million annually.
- Ensured the quality control standards for 60,000 personnel property shipments.
- Prepared and developed department's strategic plan, operating and capital budgets of the Quality Assurance Division.
- Maintained carrier performance files and reports.

Packing Inspector

- Mediated and resolved client and carrier complaints in compliance with government regulations and industry standards.
- Provided quality assurance of packing, crating, storing and overall handling of Department of Defense's personnel property in compliance with government regulations.
- Scheduled personnel and evaluated complaints to determine validity of the issue and recommended course of action to the carrier performance director.

EDUCATION



Bachelor of Public Administration
Emphasis: Business & Political Science

University of Hawaii - West Oahu

COMMUNITY SERVICE

Barbers Point Naval Air Station Redevelopment Commissioner – appointed by the Honolulu City Council 1997 - 2002.

Barbers Point Reuse Business Economic & Development Sub-Committee – appointed by Governor Benjamin Cayetano 1993 – 1997.

Honokai Hale and Nanakai Gardens Association, President – 1992 – 1995.

Campbell Estate Makaiwa Hills Advisory Committee – 1988 – 1994.

Honokai Hale and Nanakai Gardens Association, Vice President – 1988 – 1992.

Damien High School Booster Club, Board of Directors – 1986.

IBEW Political Action Committee, Telephone Workers Local 1357 – 1972 – 1974.
IBEW Joint Political Action Committee, Local 1260, 1357 and 1186 – 1972 – 1974.

HONORS AND AWARDS

Nominated for Manager of the Year (City and County of Honolulu) 2011
Kapolei Outstanding Achievement Award – Lifetime Service 2003
Federal Employee of the Year – Community Service 1997

REFERENCES

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