

# Matthew J. Carbonell

Director of Public Works (Applicant) — City of Hallandale Beach (Class Code 6000)  
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## Professional Summary

Resolution-driven leader with experience in crisis communications, cross-functional coordination, and operations support across government, legal, and community settings. Known for calm, principled decision-making under pressure; coaching teams to standards; and building repeatable processes. Blends analytical discipline with field-tested empathy to keep operations moving during high-pressure moments. Preparing to complete FEMA NIMS/ICS (IS-100, 200, 700, 800) within the first year per City requirements.

## Operations Leadership Highlights

- Supervised 19-person team (Del-Tex); delivered 300% profit increase within my section
- Led 20+ member Toastmasters chapter; increased membership by 20%
- CPR & First Aid certified; practiced composure and protocol during crisis communications

## Core Competencies

### Operations

- SOPs and standard work, escalation, SLAs, field support
- Continuous improvement, KPI tracking, workload triage, backlog reduction

### Governance

- Budgeting and administration, stakeholder briefings, procurement support
- Policy and compliance, records accuracy, chain-of-custody, public records mindset

### Systems

- CMMS: Cityworks, Lucity/CentralSquare
- GIS: ESRI ArcGIS
- ERP: Oracle/PeopleSoft
- Microsoft Office: Word, Outlook, PowerPoint, Excel

## Professional Experience

### Donor Family Advocate — Life Alliance Organ Recovery Agency — Miami, FL Oct 2024 – Jul 2025

- Led high-stakes, cross-disciplinary communications between clinical teams and families; demonstrated composure, empathy, and policy fidelity in sensitive situations.
- Maintained precise electronic documentation and adherence to timelines, ensuring data integrity for complex, time-bound operations.

- Coordinated with multi-site stakeholders (hospitals, labs, logistics providers) to meet critical path milestones; reinforced checklists and step-by-step SOPs.

**Central Case Manager & County Mediator — Broward County Clerk of Court — Fort Lauderdale, FL** Dec 2023 – Jul 2024

- Facilitated resolution among law enforcement, attorneys, and residents in high-pressure contexts; de-escalated conflicts and drove issues to closure.
- Standardized intake and case handling processes; documented outcomes and created traceable records aligned to policy and statute.
- Partnered with leadership to prioritize caseloads, schedule resources, and communicate status to affected parties; strengthened service ethos and accountability.

**Client Expert & Team Leader — Del-Tex Elite Marketing — Davie, FL** May 2023 – Dec 2023

- Supervised a 19-person team; coached to KPI targets through weekly huddles and dashboards.
- Drove a 300% profit increase within my section through process discipline, training, and lead management.
- Managed pipeline, reporting, and team coaching against KPIs; improved conversion through consistent process and clear feedback loops.
- Translated qualitative client needs into structured proposals; negotiated scope, timelines, and expectations to avoid rework.

**Criminal Defense Law Clerk — Law Offices of Barry M. Wax — Miami, FL** Jun 2022 – Dec 2022

- Researched statutes, case law, and procedure; produced clear, concise memoranda and filings under tight deadlines.
- Implemented rigorous records and evidence control; preserved confidentiality and auditability.

**Mediation Clerk — Gables Mediation — Davie, FL** Feb 2014 – Dec 2018

- Prepared agreements and case files with meticulous attention to detail and neutrality.
- Served as liaison among counsel, clients, and neutrals; maintained confidential records and schedules.

## Leadership & Service

Committed to professional growth and civic service through structured leadership. Toastmasters International — Head of Recruitment (Miracle Mile), Miami, FL — Jan 2022 – Dec 2023

- Led recruitment and engagement for a 20+ member organization; increased membership by 20%.
- Planned and executed member recruitment; tracked outcomes; delivered public speaking coaching and event logistics.

**Guardian ad Litem Volunteer — Florida Guardian ad Litem Program, Miami, FL** — Nov 2020 – Oct 2024

- Represented the best interests of children in court; performed interviews, records reviews, and written recommendations; safeguarded sensitive information.

**Delta Upsilon — Founding Father & Director of Outreach — Florida International University**, Jun 2018 – Apr 2021

- Built partnerships and managed outreach logistics; established repeatable processes and documentation practices.

## Education

Juris Doctor (Coursework) — Nova Southeastern University Shepard Broad College of Law — Fort Lauderdale, FL Jun 2021 – Jan 2023

Bachelor of Arts, Political Science — Florida International University — Miami, FL Jun 2016 – Apr 2021

Dual Enrollment (Junior Year) — School for Advanced Studies, Miami-Dade College — Aug 2014 – May 2015

High School Diploma — Miami Palmetto Senior High School — Miami, FL — Aug 2012 – May 2016

## Certifications & Training

- FEMA NIMS/ICS — IS-100, IS-200, IS-700, IS-800 (Planned; will obtain within one year of hire)
- CPR & First Aid Certified

Optional OSHA 10/30; Flagging; Confined Space (add if applicable)

## Systems & Tools (Selected)

- CMMS: (brand) — work orders, asset hierarchies, PM scheduling, KPI reporting
- GIS: (tool/platform) — basic map layers, assets, and work activity visualization
- ERP: Oracle/PeopleSoft — budgeting/POs, vendor records, approvals

## Selected, Transferable Accomplishments

- Conflict resolution & customer service: de-escalated disputes and documented resolutions in government settings; improved predictability for affected parties.
- Process discipline & records: maintained legally defensible documentation; instituted checklists and templated communications to reduce rework and errors.
- Coaching & performance: led team huddles and KPI tracking; improved throughput via clear standards and feedback.

## Relevant Public Works Keywords (ATS Optimized)

Public Works; Utilities; Water; Wastewater; Stormwater; Streets; Street Lighting; Facilities; Fleet; Sanitation; Capital Improvements; Engineering; Plan Review; ROW Permits; Codes; Specifications; Bid Documents; Procurement; Vendor Management; SOP; KPI; Budget; O&M; CIP; Records; Work Order; Asset Management; CMMS; GIS; NIMS; ICS; Emergency; Communications; Customer Service; Continuous Improvement; Process Automation