

Court Services Supervisor Court Services Supervisor Court Services Supervisor - City of Sugar Land Municipal Court Stafford, TX Implementation and Software Specialist with over nine years' experience working for a Municipality on an Enterprise Network, supporting over 2500 nodes. Recently relocated to the Houston Area. Work Experience Court Services Supervisor City of Sugar Land Municipal Court April 2018 to Present Manage daily operations of the courtroom; track key performance indicators and evaluate performance measures Manage court dockets for pre-trials; bench trials; and jury trials Manage Juror Software Module and updates Analyze business processes for best practices; document processes; document and finalize procedures Perform quality assurance audits Director City of Corpus Christi Municipal Court October 2013 to November 2017 Managed budgets for seven departments; approved expenditures; forecasted expenses Prepared agenda items, managed vendor contracts, lease agreements, maintained vendor relations Audited contracts and leases Implemented a community outreach program that increased revenues Provided stats and reports for the Court Director, Judges, City Management, and PD. Managed six direct reports; (total of 63 employees), including City Marshals, Detention Center Manager; Juvenile Case Managers, Financial Services Supervisor, Collections and Compliance; and Call Center Provided employee coaching, leadership, and team building which improved productivity and customer service. Project Manager/ IT Specialist City of Corpus Christi Municipal Information Systems Dept May 2009 to October 2013 Analyzed departmental needs and processes by interviewing employees and reviewing documentation Participated in the RFP process for multiple departments Compared requirements against the vendor offerings, preparing a pros and cons listing for stakeholders Coordinated software implementations and hardware upgrades as team leader Evaluated existing data and conducted QA testing prior to, during, and after uploading to new system Setup a staging center for new hardware and peripherals for testing prior to roll-out Maintained several systems throughout the organization while not on special assignment, including MobileIron; Brazos, Digital Dockets, Laserfiche, SolarWinds, and a few others. Education Master's Degree in Business Administration in Business Administration University of the Incarnate Word - Corpus Christi, TX 2012 to 2013 Bachelor's Degree in Business University

of the Incarnate Word - Corpus Christi, TX 2011 to 2012 Associate Degree in Internet Security Del  
Mar College - Corpus Christi, TX 2009 to 2010 Associate in Network Infrastructure Del Mar College -  
Corpus Christi, TX 2008 to 2009

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