

Township of Clark Citizen Leadership Form

The law requires any person interested in serving on a Municipal Authority, Board or Commission to complete and return this form to the Municipal Clerk, 430 Westfield Ave., Clark, NJ 07066

I, Carmen F. Brocato, having read Chapter 141, (attached) hereby apply to perform public service on the following Municipal Authorities, Boards or Commissions:

Planning Board	<u> X </u>
Zoning Board of Adjustment	<u> </u>
Library Board of Trustees	<u> </u>
Environmental Commission	<u> </u>
Other (Please specify)	<u> </u>

Please list any: education, prior volunteer experience, work related experience; or other civic involvement which could be of use to the authorities, boards or commissions which you listed above:

Previous member of the zoning board

Current Director of Public Safety

Personal Information Not Subject to Public Disclosure*

Primary Daytime Phone Number

Address of Residence [REDACTED]

E-mail Address [REDACTED]

* The information in this section is considered personal information and is therefore deemed confidential for the purpose of P.L. 1963, c. 73 (C.47:1A et seq.) and P.L. 2001, c. 404 (C.47:1A-5 et al.) and will therefore be redacted from any request for access to government records.

Summary

Highly qualified professional offering diversified and in-depth experience as a Police Officer and Supervisor. Ensure the protection of life and property, enforcement of laws and ordinances, criminal investigation, crime prevention and suppression, case preparation and testimony, and providing information and assistance to the general public. In addition I have been a supervisor for more than 20 years in the patrol division. Highly lauded for performance exceeding expectations; excellent communication and people skills, well organized regarding administrative functions.

Professional Summary and Key Areas of Expertise

- Excellent Investigative Skills
- Team Builder and Player
- Sound Leadership Qualities
- Dedicated/Tenacious Follow-Up
- People/Project Mgmt Skills
- Innovative and Creative
- Superior Communication Skills
- Manage Multi-Projects/Cases
- Solid Administrative Skills
- Problem Solver and Analysis
- Mentoring and Reliability
- Maintain Effective Relationships

Experience

Town of Westfield, Westfield, New Jersey

1985 to 2009

Police Lieutenant

Police Lieutenant assigned to the patrol division. Supervise 2 sergeants and 8 to 10 patrolman in the performance of their duties.

- Supervise investigations of criminal activity and incidents locally and interact with other agencies in the collection of information, identification of criminal offenses, and recovery of stolen property.
- Coordinate crime scene control, investigations, interviews and interrogations, and collection of physical evidence.
- Develop tactical action plans and recommend solutions or strategies to upper management.
- Accurately prepare and complete reports, records, logs and related documents.
- Accurately evaluate sergeants and patrolman on their strengths and weaknesses.
- Maintain public contact regarding potential law enforcement problems and to preserve good relationships.
- Think and act quickly in emergency situations; analyze circumstances and adopt effective courses of actions; exercise sound judgment under pressure.
- Instructor Union County Police Academy

Education

Hillside High School, Hillside, New Jersey

1978

Union County College, Cranford, New Jersey

1980

Community Involvement

- Current Member and Vice President of the Clark Board of Education
- Current Member and Past Grand Knight of the Clark Knight of Columbus
- Assistance Football Coach Clark Pop Warner

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I, NATHANIEL CLEGG, having read Chapter 141, (attached) hereby apply to perform public service on the following Municipal Authorities, Boards or Commissions:

Planning Board	<u>X</u>
Zoning Board of Adjustment	<u> </u>
Library Board of Trustees	<u> </u>
Environmental Commission	<u> </u>
Other (Please specify)	<u> </u>

Please list any: education, prior volunteer experience, work related experience; or other civic involvement which could be of use to the authorities, boards or commissions which you listed above:

PLEASE see ATTACHED RESUME for additional
Details. Thanks!

Personal Information Not Subject to Public Disclosure*

Primary Daytime Phone Number

Address of Residence

E-mail Address

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NATHANIEL CLEE

Clark, NJ

SUMMARY

Information Technology Manager with extensive achievements in project management, technical services, email marketing, software development and web-based applications across a wide range of industries and businesses. Brilliant at building relationships at all levels of an enterprise, motivating others and finding practical solutions to complex problems, while making significant contributions to the service and strategic initiatives of an organization.

CORE COMPETENCIES

- Project Management
- CRM/SAAS Systems Deployment/Administration
- Customer Success Service
- Technical Support and Call Center Management
- Strategic Planning and Leadership
- Productivity and Efficiency Improvement
- Information Technology Support
- Sales Engineering Support
- Performance Management
- Database Administrator

PROFESSIONAL EXPERIENCE

Citrix Systems, Inc., Fort Lauderdale, FL

2018 – Present

Sr. Manager, Technical Support Services

- Managed service delivery of support teams to strategic and enterprise customers
- Responsible for ensuring high customer satisfaction throughout the Northeast Region
- Led global program development and project management for Technical Account Organization
- Managed the organization's transition from account management to customer success with emphasis on Success Planning, adoption, growth, and retention
- Supported innovation & optimization of regional capacity planning, tools, and budgets
- Cross-functional collaboration with finance, operations, technical support, and programs teams to build and deliver Priority Services to 150+ enterprise customers with >95% renewals and \$250M annual bookings
- Grew NPS loyalty/satisfaction 5 points each quarter as lead of the Americas TAM organization

L-3 Communications Mobile-Vision (LLL), Rockaway, NJ

2010 – 2018

National Service Director

- Supported \$42.1M in public safety equipment sales. Lead a nationwide service operation of 35 employees.
- Managed an annual operating budget of \$7.3M. Directed nationwide call center operations to support police agency evidence software, servers, body cameras and digital video in-car surveillance equipment.
- Sourced, designed and deployed a cloud-based equipment repair ticketing solution to support 4K RMA request annually.
- Restructured the depot equipment repair process, reducing repair turnaround times by 50% using 5S and Lean methodology.
- Established a nationwide vendor certification and product training program directing vendors to align with corporate, business and service installation best practices.
- Sourced, designed and deployed a cloud-based helpdesk portal to support call center traffic and reduce incoming ticket volume.

Manager, Professional Services

(2007 – 2010)

- Supported \$4M in telecommunications sales. Deployed and administered a web-based Project Management CRM application to support strategic business partners across all business verticals.
- Directed a team of software engineers. Lead team by supporting cloud-based technologies, products and core services. Including voice solutions, fax on demand, fax to mail, and mobile text messaging applications.
- Directed Project Managers to support \$2.8M in custom API transactions. Oversaw project management procedures, processes and best practices throughout project engagement.
- Increased realized revenue by \$15K per month. Designed and implemented a software solution to automate domestic and international invoicing feeds to MIS.
- Managed \$2.1M annually in custom software development. Directed strategic vendors both onshore and off through complete project management lifecycle. Monitored, analyzed, and managed project requirements. Directed change management process, prepared complex financial reports, statements of work and standard operating procedures.
- Reduced unplanned report requests by 40%. Saved 250 resource hours annually after developing an executive dashboard to monitor revenue and resource utilization.

Manager, Campaign Management

(2005 – 2007)

- Lead email marketing team to support \$2.5M in channel sales. Managed cross-functional teams, customers and vendors through complete project development. Including project scope, requirements gathering and statement of work.
- Defined email marketing requirements, procedures, strategies and best practices. Managed email marketing campaigns through setup, testing, scheduling, deployment, and campaign monitoring.
- Increased open email delivery rates by 27%. Studied marketing data, purchasing patterns, list segmentation and demographics to improve client ROI.
- Analyzed email marketing campaign results. Provided client recommendations based on key campaign performance indicators. Including open rates, click-throughs, opt-ins, email list hygiene and email relevance.
- Developed strategic Service Level Agreements for Direct TV, Bank of America, Sam's Club, Wells Fargo, Visa and Fidelity to support email production requirements and ongoing professional services.

MOBILITY ELEVATOR & LIFT CO., East Hanover, NJ

2002 – 2005

Manager, Technical Services

- Supported \$10M annually in commercial and residential elevator sales. Directed service operations for maintenance, repair and refurbishment of all vertical transportation equipment.
- Increased extended warranty sales \$400K. Reengineered ailing extended warranty program by establishing requirements, procedures and best practices which improved efficiencies.
- Obtained 35% resource productivity increase. Incorporated commercial GPS navigation equipment in all vehicles. Improved vehicle routing, scheduling, operating cost and customer satisfaction.
- Managed \$155K parts inventory warehouse. Directed Parts Department reordering process, pricing, vendor credits, OEM sales and shipping.
- Increased billable service 22%. Replaced ailing database program with enterprise CRM solution and mobile devices.

BROTHER INTERNATIONAL CORPORATION, Bridgewater, NJ

1998 – 2002

Sr. Manager, Support Services

- Supported \$40M annually in industrial embroidery equipment sales. Directed a nationwide service operation including call center, parts department depot repairs and field service.
- Successfully managed a \$5M operating budget. Responsible for projecting quarterly revenue, operating expenses and used equipment sales.
- Managed 14K helpdesk calls annually. Designed and deployed custom SAP call center to leverage nationwide service department. System dramatically reduced onsite warranty visit and improved client satisfaction.
- Generated \$30K in unrealized revenue. Reengineered monthly technical training seminars.
- Reduced onsite travel expensive by 10%. Produced a consumer based self-service installation and software training kit.
- Created **Brother University** a comprehensive academy focused on embroidery applications, maintenance and business marketing principles.

Director, Technical Services

- Supported \$120M in industrial embroidery equipment sales. Lead a nationwide service operation of 85 employees.
- Managed an annual operating budget of \$7.5M. Directed nationwide call center operations, software training centers and equipment refurbishment facilities.
- Sourced and deployed an enterprise CRM solution to support 2,000 helpdesk calls per month.
- Managed OEM relationships to support nationwide parts distribution, industrial machine manufacturing and trade show exhibits.

EDUCATION

Project Management Certificate, Villanova University, Philadelphia, PA

Associate Degree, Electronic Engineering Technology
Technical Trades Institute, Colorado Springs, CO

Telecommunications Equipment Specialist Certificate,
Honorable Discharge, the US Army at Fort Carson, Colorado Springs, CO

PROFESSIONAL DEVELOPMENT

New Horizons Computer Learning Center, Iselin, NJ
Certificate, Programming Microsoft VB.NET Visual Studio
Certificate, Visual Basic Application (VBA), 2007
Certificate, Forecasting and Trend Analysis using MS Excel

TECHNICAL SKILLS

Software Languages

Visual Basic.NET 2008, Visual Basic Application (VBA)

Web Development

HTML, ASP.NET, CSS, JavaScript

Database Development

SQL Server, ADO.NET, MySQL

Software Applications

Salesforce, Podio, Citrix DaaS, Citrix ADC, SharePoint, Microsoft Project, Crystal, SQL Server 2005, Eclipse, Visual Studio 2005/2008, SAP,