

Flo Samuels (Florence Rose Samuels)

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Skillset –over 30 years experience (see website above for work samples)

- Technical writing. Developed technical documentation and implementation processes for SEI-CMM software development project management and ISO 9002, ISO 9001:2000 (included warehousing).
- Technical documentation for contract/data/program analysis and management for software, construction, drug rehabilitation, and government. Developed bid/contract/construction/cost accounting software.
- A/P, A/R, GL, collections, cost accounting, procurement, inventory and records management. Developed or reorganized work processes with technical documentation and work instructions. Supervised staff.
- Budget analysis, development, and management up to 20 financing sources with overhead allocation and Internal Service Fund spreads. Included audits and journal/GL/subsidiary account adjustments. Created Budget Manuals and work instructions for government and private industry.

Software Knowledge (systems development, administration, and programming background):

PC/iMac Office 2010 (Excel/Access/Word/PowerPoint/Outlook/Publisher), American Contractor, FileMaker Pro, Agile, QuickBooks, Visio, InDesign. Have used Primavera Project Planner, MS Project, SPSS.

Experience:

UberEats Delivery November, 2018 to Present. 50 hours per week. 2020 Census Field Supervisor.

Relocation, House Renovation and Corrective Surgeries, September, 2017 to October, 2018

Hayward Unified School District, Hayward Long-term Substitute Teacher Oct. 2015 to June 2017

**American City Business Journals, Buffalo, San Francisco, Honolulu, Albuquerque, Cincinnati, Houston
Researcher/Proofer Nov., 2010 to February 2015, full and part-time**

- Develop survey contacts for top company or people lists in various industries and professions. Convert data to publishable lists. Correct errors in electronic versions of printed lists. Research private firms lists.
- **Software: iMac Excel/Word, Safari, InDesign, FileMaker Pro** Lay-off, work taken in-house.

Spherion Staffing/Zebra Technologies, San Jose Technical Writer Sept., 2011 to Nov., 2011

- Develop work instructions for configuration and builds of RFID products. Create or critique supply and demand process maps.
- **Software: Excel, Visio, Agile, Word**

U.S. Census Bureau, Hayward Enumerator/Difficult Cases April, 2010 to June, 2010

Software: Online GPS, Excel

Lay-off, end of census.

Western Wall Systems, Hayward Senior Contracts Administrator May, 2007 to March, 2009

- Construction contract review, negotiation and drafting re legal, scope, insurance, specifications, OCIP and certified payroll. Draft amendments, change orders, mechanics liens and litigation. Primary contact for American Contractor accounting system implementation and training. SOV development and input, billing, collections, resolution of collection issues. Job accounting/costing, verification of payables/ARRA sourcing, credit card/PO allocation. Insurance/WC certs, city business licenses, contractor license specialties, interstate transport licensing. Developed multiple spreadsheets to track contract implementation, project staffing, CPR, billing, payables and close out. Contracts covering metal stud framing, dry wall, plaster, stucco and architectural trims up to \$6M/30 per month, 200+ employees.
- **Software: American Contractor Accounting System, Excel, Microsoft Project, Visio, PageMaker** Layoff, lack of work, company went out of business.

Kelly Services, Temp.: East Bay Business News, Thompson Fence, Sara Lee Sept., 2006 to April, 2007

- Contract administration and collections, FilemakerPro database conversion/editing, cost accounting.
- **Software: FileMaker Pro, SAP Accounting, AS400, Excel, American Contractor Accounting.**

Alameda County, General Services Supervising Financial Services Specialist June to Sept., 2005

- Supervising Budget Analyst for all Agency budget units including County Capital Projects. Audited accounting and capital project databases to ensure proper charges. Found and ensured correction of multiple accounting errors including those that violated statutory authorities.
- **Software: Excel, Access, Alameda County Accounting System**
Left when I determined interview agreements were fabrications.

Alameda County, Behavioral Health Care Svcs. Data/Management Analyst Oct., 2003 to June, 2005

- Prop 36/SACPA drug diversion program statistical analysis, documentation, and process development. Researched, combined, cleaned and imported current and legacy data from multiple databases to Access to expand program reporting capabilities for other involved agencies' use. Determined multiple errors in utilization reporting. Used data to determine and direct correction of programming errors that had led to incorrect data and conclusions. Analyzed provider data for utilization/payment verification.
- **Software: DB2, Access, Excel, SPSS, Pagemaker** Left for advancement.

Bay Area, CA Independent Contractor/Temporary Feb., 2002 to Oct., 2003

- Consultant on ISO 9001:2000 and SEI-CMM implementations. Temporary data entry/AR (six months), Aramark collections (six months).
- **Software: Excel, Visio**

ProBusiness Services, Pleasanton Software Development Process Manager Sept., 2000 to Oct., 2001

- Implemented stream-lined version of SEI CMM software project management system (requirements, configuration/project/risk management and quality assurance), developed technical processes and training. Involved in implementation of contracts and programming document management systems.
- Implemented process improvement program that included vendor process evaluation for product and delivery quality assurance and pricing.
- **Software: Excel, Clearcase, Microsoft Project, Visio** Layoff, change in management.

United Air Lines, San Francisco IT Project Management Coordinator March, 1999 to Sept., 2000

- Provided technical/process support for SEI-CMM project management software. Maintained multiple project databases. Provided network administration including identifying errors and means to correct and prevent future errors. Created documentation and training programs for retraining project managers on SEI-CMM system.
- **Software: Primavera Project Planner, Excel, Access, Visio** Left for better opportunity.

Grants Pass, Oregon and San Diego Independent Contractor Oct., 1992 to Jan., 1999

- Consultant for small businesses (25-50 employees) to develop process, procedures, metrics, and data systems for contract and records management, procurement, budgeting, A/P, A/R, cost accounting.
- Wrote documentation and developed key processes for ISO 9002 in warehousing, manufacturing and medical device companies.
- Developed JTPA procurement/contract management, bid specification development and bid analysis systems that were adopted by State of Oregon. Reduced no bids and/or challenges to awards by 75%.
- **Software: Excel, Access, Quattro Pro, Lotus 1-2-3**

National City Fire Department, National City Novell Systems Administrator Oct., 1991 to Sept., 1992

- Installed and managed Novell network, developed network/audit procedures. Developed inspection database including research of systems for data conversion/data entry methods that reduced time to populate database by 50%.
- **Software: Novel 2.15, Lotus 1-2-3, Paradox DB** Left to move to Oregon

San Diego Housing Commission, San Diego Finance Administrative Analyst Feb., 1989 to Oct., 1991

- Acting Purchasing Agent/Risk Manager. Developed contract, RFQ/RFB/RFPs and bid analysis processes and procedures. Established programming and data import methods for fixed asset, contract, risk and purchasing management.
- Stabilized contract clauses, bid specifications and formal bid procedures for HUD housing programs. Developed processes and procedures for contract negotiations and issue resolution.
- Developed finance and budgeting processes and documentation for new budgeting system.
- **Software: Lotus 1-2-3, Paradox, mainframe accounting system** Left for better opportunity

Education: University of Michigan, Bachelor Business Administration, Production/Process Control.
Wayne State University, Masters Business Education, Office and Data Processing.