

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: June 10, 2020

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Margarita Yglesias de Ayala, Public Utility Analyst I, Office of Industry Development & Market Analysis

RE: Docket No. 20200023-TS- Application for transfer of shared tenant Certificate No. 4405 from Accent Property Management, LLC d/b/a The Centers of Westshore to Virtual Offices, Inc.

Attached are three resumes submitted by Virtual Offices, Inc. Please add to docket file. If you have questions please contact me at 413-6594.

ANGELINA S. TURNER

31041 Reed Road, Dade City, Florida 33523, (813) 625-5461, ahjaleahs@gmail.com

Objective

Seeking a position with a corporation that will utilize my diverse knowledge, multiple skills, and years of experience.

Profile

Highly organized and detail-focused with track record of accurately and efficiently supporting overall accounting and administration activities.

Professional dedicated to serve as an effective gatekeeper by preparing well-researched work.

Employment

ACCOUNTANT/OFFICE MANAGER

Network Twenty One, Inc.

(2009 - Present)

Accountant - Responsible for all-to-day accounting functions such as processing and coding all accounts payable, managing all accounts receivable duties, including receiving payments, invoicing, and quoting jobs, processing payroll using Paychex services, maintaining cash flow reports, balancing job costs to general ledger, preparing month end financial reports including month end journal entries, balancing multiple bank accounts to general ledger, and managing cash receipts.

Office Manager – Managed an office of 20 people. Coordinated and produced all correspondence reports, proposal and contracts for CEO. Coordinated and implemented day to day office operations. Handled all HR, interviewing, screening and record keeping.

OWNER/BUYER

Ahjaleah's Boutique and Shoe Salon

(1998-2009)

Sole owner of upscale boutique and shoe salon. Coordinated and implemented all buying, displaying, and selling of merchandise. Personal wardrobe buyer. Created all marketing and store promotions. Built store website for online sales. Responsible for all accounting functions.

Managed employees while creating an excellent work environment by team building and providing exceptional training.

ADMINISTRATIVE ASSISTANT – ACCOUNTING

Omega International Corporation

(1979-1998)

Personal and administrative assistant to owners of corporation. Duties included managing travel, day-to-day operations, maintain personal and business calendars for owners, supervising reception position, hiring and firing. Assisted accountant in daily duties.

Proficient in:

Office, Word, Microsoft, Data Pro, Excel, Paychex, Licensed Notary and Signing/Closing Agent

Angelina S. Turner

31041 Reed Road, Dade City, Florida 33523 { 813} 625-5461

ahjaleahs@aol.com

Experience

Accounting Specialist/Executive Assistant

- December 26, 2009- Present
- Network Twenty One, Inc., Tampa, Florida
Process billing using Data Pro Software, maintain, enter and process payroll in Paychex, code and process expense reports, dedicated to managing busy calendar for owner, efficiently handle daily office tasks including maintaining corporate stock books, managing all travel arrangements, maintaining employee personnel files and assisting owner with day to day operations by providing excellent business support.

Owner, Buyer

- 1986 – December 17, 2009
- Ahjaleahs Boutique and Shoe Salon
Sole owner of upscale boutique and shoe salon. Duties included buying, displaying, marketing, selling, managing employees, daily cash reconciliation, all accounting functions. Created an excellent work environment by team building and providing exceptional training.

Administrative Assistant

- 1979- April, 1986
- Omega International Corporation
Personal and administrative assistant to owners. Duties included travel, day to day operations, maintain personal and business calendars for owners, supervising reception position, hiring and firing, assist accountant.

Qualifications

Highly organized and detail-focused with track record of accurately and efficiently supporting overall accounting and administration activities. Professional dedicated to serve as an effective gatekeeper by preparing well-researched work. Proficient using Word, Excel, Outlook, Data Pro and Paychex software.

Education

King High School
Bob Hogue School of Real Estate
National Notary Association

References

References are available on request.

KEITH HOLMES

1902 Plantation Key Cir
Apt 106
Brandon, FL 33511
CELL: 813-758-8434
EMAIL: kholmes2282@gmail.com

QUALIFICATIONS:

- Thorough knowledge with same telecommunication installation company
- Able to interact constructively with members of a culturally diverse work environment
- Proficient in structured cabling, all forms of CAT5E, coax, fiber terminations, labeling and testing(JDSU,etc), infrastructure and relay rack, overhead support, cable pathways, fiber trough, DC power plants, T1, patch panel, 66 and 100 block terminating.
- Working knowledge of supply handling and warehouse procedures
- Data entry and order entry
- PC Proficient, 25-40 WPM, Experience using Windows, Office and the internet
- Ability to solve problems quickly has led to more effective customer service.

EDUCATION:

- Hillsborough Baptist School, High School Diploma, 2000

WORK HISTORY:

2016-Current

Network Twenty One, Inc Operations Manager

Duties:

- Oversee all field personnel and multiple projects for T-Mobile and Spectrum.
- Track and manage all equipment
- Sit on weekly conference calls to update the progress of market specific deadlines
- Audit all installs and de-installs for quality
- Create schedule to meet related work order and work with field technicians and contractors to insure timely completion
- Perform site surveys and site walks to determine scopes of work
- Create and update daily and weekly project status trackers.

2012-2016

Network Twenty One, Inc Field Technician

Duties:

- Installation and terminating fiber and cables(CAT, Coax, Power, etc)
- DC power plant installations
- Ran exterior conduit for cable

- VOIP to analog equipment mounting, powering, and grounding
- Installation and turn up of telephony systems
- Installation of equipment in central offices, call sites and das sites
- Installation and commissioning of alarms on cell sites

2010-2012 WellDyne Rx

Order Entry Technician

Duties:

- Packing and shipping
- Scanning scripts into system
- Error processing

2005-2009 PMSI

Pharmacy Technician

Duties:

- Pharmacy fulfillment (dispensing medications)
- Inventory management (receiving and ordering medications)
- Accountability and record keeping
- Packing and shipping
- Warehouse maintenance

2004-2005 Pinch – A – Penny Pool Service

Service Technician

Duties:

- Customer service
- Accountability
- Handling and storage of a variety of hazardous chemicals

2002-2004 GC Services

Error Processing Representative

Duties:

- Detecting Computer based errors
- Correcting adverse situations
- Active telecommunications interaction
- Customer Relations

REFERENCES:

Available upon request

Sabrina R. Piepenbring

324 Windrush Boulevard, #10, Indian Rocks Beach, FL 33785

Cell 813.892.6534 Office 813.639.9444

spiepenbring@networktwentyoneinc.com

Work History

- 08/19-Pres** ***President and Chief Executive Officer-Network Twenty One, Inc., Tampa, FL***
Responsible for overall management, operations and business development. Initiated a full re-engineering of the company's operation and market strategy, including spearheading the effort for WBE. Restored financial controls and operating efficiency, improving overall productivity by establishing roles and responsibilities that clearly define tasks for employees. Administered and controlled all capital expenditures. Implemented standardized procedures/guidelines to support rapid growth and maximize profitability within two (2) years.
- 05/14-08/19** Due to husband's job relocation to NY then to PA, took time off to renovate our homes as well as caring for sick parents in FL.
- 01/12-05/14** ***Chief Executive Officer-Network Twenty One, Inc., Tampa, FL***
Responsible for overall management, operations and business development. Initiated a full re-engineering of the company's operation and market strategy. Restored financial controls and operating efficiency, improving overall productivity by establishing roles and responsibilities that clearly define tasks for employees. Administered and controlled all capital expenditures.
- 10/11-12/11** ***Director/GM of Business Development-Network Twenty One, Inc., Tampa, FL***
Partner with operations in developing win strategies to minimize risk and increase the probability of win, providing leadership on the formation and execution of key opportunity campaigns. Develop and implement market account plan for specific customers within the market domain. Conduct customer visits and perform research to understand current and emerging customer needs/requirements. Establish, build and maintain customer relationships and assess competitor capabilities generally aligned to specific

customers. Ensure good working relations and determine feasibility of future business opportunities, develop and execute strategic plans, both short and long range for the pursuit and successful capture of key opportunities.

Placed on Board of Directors as Chairman of the Board: 10/01/2011

- 09/11-pres Owner and Independent Designer-Celebrating Home, Indian Rocks Beach, FL***
Responsible for managing, selling and accounting of home-based home décor through direct sales and marketing.
- 01/03-09/11 Sr. Project Coordinator-Network Twenty One, Inc., Tampa, FL/Kansas City, MO***
Ensured technical and/or financial solutions and schedules were implemented in a timely manner by executing project plans and monitoring performance. Provided updates on project progress to senior management. Resolved project staffing and planning issues. Managed staff assigned to projects. Conducted preliminary quality assurance over project deliverables and activities. Delivered presentations and lead client meetings.
- 10/98-12/02 Project Coordinator-Network Twenty One, Inc., Tampa, FL/Kansas City, MO***
Provided guidance and direction for specific sub-tasks of a project, assuming responsibility for coordination of subordinate activities. Supported the completion of project specific tasks within estimated time frames and budget constraints. Reviewed all documentation prepared by more junior personnel and was responsible for initial drafting of final project reports prior to submission for approval.
- 08/94-07/98 Business Process Specialist-Customer Contact/PowerBase, Verizon (formerly GTE), Temple Terrace, FL***
BPS Project Lead, accountable and responsible for defining detailed business requirements throughout the development, system implementation and maintenance processes. Interface between the customer and the project development/maintenance organizations. Provided subject matter expertise in the analysis for the customer's business requirements and in the preparation of functional requirements, specifications and plans for the development/enhancement of Power/Base (sales and marketing system). Responsible for Order Of Magnitude (cost estimates) and System Test Coordinator. Interacted with technical team to develop/revise system and monitor progress. Consistently filled in as Staff Manager handling day-to-day management as well as Human Resource related issues.

**01/94-08/94 Section Supervisor-Customer Billing Services, GTE Communications Corporation,
Tampa, FL**

Responsible for managing, coaching, identifying training and developmental opportunities and monitoring the opportunities for a team of 27 clerical assistants, 1 secretary and 3 management supervisors. Administered and managed the process order flow for single-line orders into the GTEAMS billing system, ensuring customer due dates were met and customers were billed accurately and timely. Evaluated and determined staffing needs to maximize single-line (residential and business) order processing productivity, received from 18 Phone Marts, 3 CSOCS, Public Communications and DMDR (Direct Marketing Dallas). Built and coached data entry support/clerical team which generated approximately 784,863 single-line orders for 1993. Established and administered documentation of order entry procedures. Motivated, evaluated job performances, provided feedback and coaching to team members to maximize their efforts and productivity toward achievement of predetermined objectives as well as adapting quickly and readily to changing business environments. Designed and evaluated training and mentoring programs for employee development. Administered Compensation Plan. Managed Collective Bargaining Agreement, interacting with union business managers and union steward negotiating complex, sensitive situations resulting in win/win solutions for both the company and employees.

04/92-01/94 Supervisor-Non-Regulated Order Entry/Finance, GTE Communications Corporation, Tampa, FL

Responsible for the entering and processing of all single-line orders within Order Entry to meet the objective time frames of customer affecting due dates and billing. Coached and motivated 26 clerical assistants to provide the BEST possible service to our customers. Monitored and provided reports on daily basis to maximize company revenue. Technical skills included Customer Service orders, Phone Mart orders, COPS, SORCES, MSOS, Collective Bargaining Agreement and GTE Personnel Policies and Practices.

10/91-04/92 HR Associate-Employee Development, Human Resources, GTE Communications Corporation, Tampa, FL

Due to down-sizing efforts with department, obtained responsibility for all management staffing, both internal and external, as well as retained sole responsibility for hourly staffing. Including: facilitating the Reduction in Force

(RIF) process, updating the Job Staffing System, facilitating the Executive Continuity process, identifying and interviewing prospective employees, conducted career counseling for management employees, as well as employee relations issues. Coordinated and conducted job evaluation studies and calculated salary offers (both incented and non-incented) for all of GTE Communications Corporation.

11/90-10/91 HR Associate-Employee Development, Human Resources, GTE Communications Corporation, Tampa, FL

Responsible for all hourly staffing, both internal and external. Staffed hourly vacancies, including disabled individuals recruited from Abilities, Inc. and Job Service of Florida in response to our OFCCP audit. Used a mechanized staffing system to track hourly requisitions for applicant flow. Responsible for distribution of Employee Development Plan and career counseling. Working knowledge of Florida EEO. Interacted with Union business managers, union stewards, grievant, and departmental representatives during grievance processes/meetings, managing and negotiating complex, sensitive situations, influencing those individuals to come up with solutions that resulted in win/win solutions for all parties. Conducted New Hire Orientations. Responsible for all test administration at GTECC. Coordinated with GTE Telephone Headquarters (located in Dallas, TX) the validation of the Sales Clerk Test, Account Associate Test and First Line Supervisor Test. Initiated and developed the Sales Clerk Structured interview, which was implemented GTE wide, receiving an Individual Achievement Award for my efforts. Involved in the initial implementation and evaluation of the on-line Test Tracking System. Initiated, designed, developed and coordinated the implementation of the GTE Communications Corporation Testing Center.

01/89-11/90 Customer Service Advisor-Business Services, GTE Communications Corporation, Tampa, FL

Analyzed customer data needs, created customer database information for data technicians and tested systems for accuracy. Developed training material, coordinated and conducted training classes for end users, both internally and externally on a various array of GTE Data system products. Acted as trouble-shooter for customer as system problems or training issues arose. Ddeveloped a mechanized database to track departmental training records. Initiated and coordinated companywide implementation of GTE Communications Corporation's CINDI voicemail system (automated attendant).

05/87-01/89 *Staff Assistant-HR Planning/Management Staffing, GTE Florida, Tampa, FL*
Administered the inter-company transfer program, including interviewing, counseling and providing feedback to incoming and outgoing candidates. Served as the central control point for internal staffing of management positions, by providing necessary forms and documents. Cross-trained in the Analyst-Internal Staffing capacity, developing candidate lists. Assisted in the development and implementation of the mechanized program to track candidate selection lists, requisitions, inter-company transfers, staffing requests and requisition status reports. Responsible for administering the GTE's Relocation Policy.

05/81-08/86 *Confidential Assistant-Employee Records, GTE Florida, Tampa, FL*
Responsible for Employee Records, company size: 10,000 employees, ensuring employee records were updated in a timely fashion concurrent with payroll procedures and practices. Responsible for verification of employment process. Continuously fielded questions from employees concerning all areas of Human Resources.

08/80-05/81 *Traffic Operator-Operator Services, GTE Florida, Tampa, FL*
Provided residential and business telephone numbers to GTE customer ensuring quality service. Filled in as Operation Services Supervisor, training new employees upon entrance into the department.

1978-1980 *Dental Assistant-Drs. Nelson Castellano and Nick Colmenares, Tampa, FL*
Assisted Oral Surgeons in maxillofacial surgery in both private office and hospital settings.

Education

1977-1978 Dental Assistant License, Betz Business College, Tampa, FL

1974-1977 High School Diploma, Brandon Senior High School, Brandon, FL

Community Services

2018-Pres Outback Bowl VIP Member, Tampa, FL

2005 Habitat Partners Council, Kansas City, MO

2001-2004 Habitat for Humanity's Volunteer, Covington, LA
Fontainebleau High School Booster Club, Mandeville, LA

Fontainebleau High School Baseball Boosters Club/Concession Stand
Coordinator, Mandeville, LA

2000

Hunters Glen Property Owners Association Board of Directors/President,
Mandeville, LA

Fontainebleau High School Booster Club, Mandeville, LA

1999

Hunters Glen Property Owners Association Board of Directors, Mandeville, LA

Fontainebleau High School Booster Club, Mandeville, LA

Fontainebleau Junior High School Booster Club, Mandeville, LA

1998-94

Neighborhood Watch Program Coordinator/Director, Brandon, FL

Brandon Academy PTA, Brandon, FL

Brandon Senior High School Alumni Association Lifetime Member,