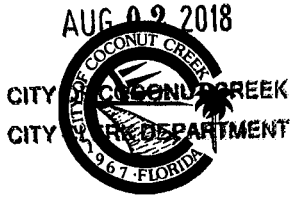


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AUG 09 2018



CITY OF COCONUT CREEK

OFFICE OF THE CITY CLERK
4800 WEST COPANS ROAD
COCONUT CREEK, FLORIDA 33063

2018 APPLICATION FOR
CIVIL SERVICE BOARD VACANCY

The information requested below is for consideration of appointment to fill the remainder of a vacant term on the City's Civil Service Board. Please complete and return this form to the City Clerk, along with a brief resume of your education and experience by or before Thursday, August 2, 2018.

PLEASE NOTE: Florida has a very broad public records law. Documents relating to city business are public records and are available to the public and media upon request. Your information provided within this application may therefore be subject to public disclosure.

Last Name: Thorman First Name: Heidi M.I.: A
Home Address: 4500 Cedarhill Road Coconut Creek, FL 33066
Phone #: 954-977-5114 mobile Alt. #: 954-234-4004 E-mail: heidithorman@gmail.com

CIVIL SERVICE BOARD (Appointments will be made August 9, 2018)

PLEASE MARK YES OR NO FOR EACH OF THE FOLLOWING QUESTIONS:

Are you a resident of Coconut Creek?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Are you a registered voter (elector) in Broward County?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Do you hold a public office?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Are you employed by the City?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Are you currently a member of a City Board?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Have you ever served on a City Board?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Are you away from the City for extended periods during the year?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

SIGNATURE: Heidi Thorman

Date: 8/2/18

Heidi Thorman

Objective To provide excellent administrative and communications skills in a professional manner with a keen eye for detail. To be a strong team player using my own initiative and prioritization to meet tight deadlines in a pressured team environment.

Experience

1998–2006 Vanguard Car Rental USA Fort Lauderdale, FL
(Alamo Rent A Car & National Car Rental)

International Sales & Marketing Analyst

- Provide administrative support & assistance to Sales & Marketing Directors and Managers based in the USA, Canada, Europe and Asia on a day to day basis on all functions and situations to do with the management of their accounts, product information and marketing related projects.
- Prepare Sales & Marketing proposals for potential accounts and finalize contracts.
- Prepare management and statistical reports for Sales & Marketing using Business Objects and Nomad reporting systems.
- Daily liaison with the Sales & Marketing team along with Operations, Accounting and global network of locations and offices.
- Process departmental invoices and payment between vendors and accounting and maintain a budget of over 1 million dollars.
- Coordinate Global Sales & Marketing meetings including booking venue, travel, agenda, entertainment.

1994–1998 Vanguard Car Rental USA Fort Lauderdale, FL
(Alamo Rent A Car & National Car Rental)

Customer Relations Specialist

- Responsible for handling customer service issues on behalf of the Office of the President via phone and written corresponds and advise Office of the President of the outcome of the situation.
- Responsible for handling International complaints from our US Customers who rented at our locations outside of the USA.

1990–1993 Benefit Management Corp. Plantation, FL

Administrative Assistant

- Provide administrative support for the President and Vice President.

Education

- University of Alabama Tuscaloosa, AL
- Broward College Davie, FL

Interests

Women's Club of Coconut Creek Board Member, Lyons Creek Band Parent Organization Board Member, Pompan Beach High School Band Parent Organization, City of Coconut Creek Environmental Advisory Board member. Also, at our home we garden using native plants or florida friendly plant options, collect rain water using rain barrels, cut the use of pesticides in our garden and use solar power for hot water and air conditioning.