

EMPLOYMENT EXPERIENCE

DIRECTOR OF RISK MANAGEMENT | HPM BUILDING SUPPLY | NOVEMBER 2017 – PRESENT

Currently employed as the Director of Risk Management and responsible for program and policy development, regulatory compliance, and risk identification and mitigation. This includes the direct oversight of the organization's Safety Program (OSHA and HIOSH compliance), Facilities Management, Fleet Management (State and Federal Dept. of Transportation compliance as a commercial motor carrier), and Factory-Built Modular Construction Program.

WAREHOUSE/RECEIVING ASSOCIATE | HOME DEPOT | OCTOBER 2016-NOVEMBER 2017

Previously employed with the Hilo Home Depot in the Receiving Department which is responsible for the processing of shipments of store stock merchandise, customer and contractor special orders, and online customer purchases. Shipments include containerized cargo as well as truck deliveries. Most shipped merchandise is handled or moved as palletized cargo and requires both direct handling and the use of forklifts, pallet jacks, and other warehouse transport medium. In addition, shipments are processed utilizing proprietary software and digital information systems to ensure accountability and proper inventory controls.

ADMINISTRATOR | HAWAI'I COUNTY CIVIL DEFENSE AGENCY | JANUARY 2013 -MAY 2016

As the Administrator of the Hawai'i County Civil Defense Agency, my primary duties and responsibilities included the direct management and coordination of the agency and its activities as they pertained to the mitigation, preparedness, response, and recovery from various emergency and disaster events. In addition, my duties also included the development and maintenance of emergency preparedness or response plans and the ongoing outreach and integration of various partner organizations or stakeholders as well as the community into the plan development process.

INSTRUCTOR/LECTURER | HAWAI'I COMMUNITY COLLEGE | 2005-PRESENT

I continue to instruct or lecture with the Hawaii Community College Fire Science Program and to date have over eleven years of experience in this area. As an instructor/lecturer I am responsible for the development of course curriculum and syllabuses and the delivery of the lessons and materials.

FIRE CHIEF | HAWAI'I FIRE DEPARTMENT | MARCH 2002 – JULY 2011

As the Fire Chief of the Hawai'i Fire Department I was responsible for the overall management and direction of the organization. This entailed the oversight of multiple areas of responsibility or missions to include structural fire protection and suppression, transportation fire protection and suppression, wildland fire protection and suppression, Emergency Medical Services, Search and Rescue, Hazardous Materials response, and various prevention programs.

VARIOUS POSITIONS | HAWAI'I FIRE DEPARTMENT | OCTOBER 1980 -MARCH 2002

During my career with the Hawai'i Fire Department, which began on October 1st 1980, I have had the fortunate opportunity to serve in multiple capacities or positions to include Firefighter, Mobile Intensive Care Technician (Paramedic), Rescue Specialist, Haz-Mat Tech, Fire Equipment Operator, Aero-Medical Program Coordinator, Fire Captain, and acting Battalion Chief. During this same time, I worked in every community throughout the island and have a very thorough working knowledge of our community.

PROFESSIONAL DEVELOPMENT AND TRAINING

Emergency Services Training:

- 1981 University of Hawai'i at Hilo First Responder Emergency Medical Care Training Course
- 1981 University of Hawai'i at Hilo Emergency Medical Technician Training
- 1982 Emergency Medical Services Program Mobile Intensive Care Technician Course
- 1988 National Fire Academy Hazardous Materials Incident Analysis
- 1989 National Fire Academy Chemistry of Hazardous Materials
- 1989 National Fire Academy Hazardous Materials Tactical Considerations
- 1993 Incident Command System
- 1995 National Safety Council Coaching the Emergency Vehicle Operator Fire Course
- 1997 National Wildfire Coordinating Group Basic Firefighting and Introduction to Fire Behavior
- 1997 Hawaii State Civil Defense Hazardous Materials Incident Command System
- 1997 University of California Confined Space Awareness for First Responders
- 1998 Environmental Protection Agency Cameo Marplot Aloha User Operator Training
- 1999 Pacific Southwest Region Fire and Aviation Management Dozer Wildland Fire Workshop
- 1999 Western States Petroleum Association Flammable Liquids Fire Protection
- 2005 Incident Management & Command
- 2006 Fire Operations in the Wildland Urban Interface
- 2006 Intermediate Wildland Fire Behavior

Management & Leadership:

- 1995 Federal Emergency Management Agency Liability Issues in Emergency Management
- 1997 National Fire Academy Management of Emergency Medical Services
- 1997 National Fire Academy Leadership I: Strategies for Company Success
- 1997 National Fire Academy Advanced Leadership Issues in Emergency Medical Services
- 1998 National Fire Academy Managing Company Tactical Operations
- 2003 National Fire Academy Fire Service Financial Management
- 2004 National Fire Academy Executive Planning
- 2007 National Fire Academy Executive Analysis of Fire Service Operations in Emergency

SKILLS, ABILITIES, AND ATTRIBUTES

Management:

I retired as the Administrator of the Hawai'i County Civil Defense Agency in May of 2016 after three years in that role. In that position and capacity, I was responsible for the direct management and oversight of the county government level emergency management office and tasked with the coordination of all local or island wide disaster response and recovery operations and activities. This included but was not limited to the development of emergency response plans, directing the operations of the Emergency Operations Center or EOC, coordinating the various multi-agency response activities, facilitating processes for requesting assistance and the initiation of state and federal disaster assistance programs, developing public education and notification programs and systems, and serving as the Public Information Officer for the County of Hawai'i as it relates to emergency and disaster events or incidents. Recent notable accomplishments include the direct management and coordination of emergency response and recovery operations for Hurricane/Tropical Storm Iselle, the June 27, 2015 volcanic eruption and lava flow threat event, and the coordinated response to the Dengue Virus outbreak on Hawaii Island. In considering my application for employment in this position and capacity, selection and consideration was given to my knowledge and experience in emergency management as well as my personal commitment to public service and community safety and welfare. In addition to the direction and coordination of emergency operations, as the Administrator I was responsible for the day to day management of the agency and all normal business activities inclusive of but not limited to: development of the organizations operating and capital improvement budgets, management of all department personnel, development of organization policies, procedures, and the development and delivery of public information and education materials and programs.

With regards to my prior experience in emergency and public safety management as the former Fire Chief of the Hawai'i Fire Department, I had the opportunity to direct and command a variety of large and complex emergency incidents as well as participate in the development of emergency response plans and operational policies, procedures, and guidelines. I retired with over thirty-one (31) years of firefighting, paramedic, search and rescue, aero-medical, hazardous material response, and administrative experience with the Hawai'i Fire Department.

As the first Fire Commission appointed Fire Chief of the Hawaii Fire Department, I was committed to ensuring that the organization would not only meet its service obligations and performance measures at that time but would also be prepared to meet the future needs and demands of the community. To achieve this goal, I assembled a team of representatives from every operational unit of the organization to collaboratively develop the department's first "Strategic Plan". This document articulated the vision, mission, core values, and strategic focuses of the department as well as identified key performance measures that would be strived for over the subsequent five to ten years. Through this inclusive, collaborative, and very transparent process, members of the organization not only understood the direction and plans, but more importantly, bought into and supported the goals and objectives that were set forth.

As part of my management of the department, I directed a workforce comprised of 505 paid personnel (421 fire fighters, 46 water safety officers, and 38 support staff), and 243 volunteer fire fighters. Further, the organization consisted of (20) 24-hour fire companies, 15 advanced life support ground ambulance units, one advanced life support aero-medical unit, two rescue companies, two hazardous material units, and 25 volunteer companies. These resources were committed to serve and protect a resident population of over 180,000 along with the thousands of daily visitors and serve an area of over 4,000 square miles. The annual mission call volume is over 21,000 calls per year, with approximately 80% pertaining to emergency medical services incidents. The fire department's annual budget at the time of my retirement was approximately \$35 million.

Communication:

Throughout my careers in both the fire service and most recently in the arena of emergency of emergency management with the Hawai'i County Civil Defense Agency, I have had countless opportunities to develop and employ communication style and ability that projects confidence and professionalism while promoting and fostering trust in government. This has been attributed to my commitment to actively listen to our community members and to communicate with respect, honesty, and empathy. In the face of crisis and uncertainty, it was critical to not only provide timely, accurate, and thorough information but to also manage the expectations of affected or potentially affected residents and businesses. I also found it to be invaluable to identifying gaps and making improvement to various elements of our operations by soliciting candid and frank feedback from affected community members and not only consider their suggestions and recommendations but to also integrate key community organizations such as community associations into the formal processes of preparedness, response, recovery, and mitigation.

PROFESSIONAL AND CIVIC SERVICE

In addition to the roles and positions I held as part of my occupations, I have had the honor and privilege to serve in a variety of capacities with several professional and civic organizations to include:

- Co-Chair Hawai'i Island Housing Coalition
- Chair Pacific Tsunami Museum Board of Directors
- Member, American Red Cross East Hawai'i Advisory Council
- Former President, Hawai'i Fire Chief's Association
- Former Secretary, Hawai'i Fire Chief's Association
- Former Vice Chair, Hawai'i State Fire Council
- Member, Hawai'i Community College Fire Science Program Advisory Board
- Member, Honolulu Community College Fire Science Program Advisory Board

EDUCATION

University of Hawai'i at Hilo; Hilo, Hawai'i

Majored in Sociology and Fire Science.

Enrollment interrupted to attend Emergency Medical Technician and Mobile Intensive Care Technician Programs.

High School Diploma: Hilo High School: Hilo, Hawai'i

SUMMARY

I feel I possess both knowledge and experience that will allow me to be effective in a variety of roles and positions. Further, I feel I have developed the ability to effectively communicate and work collaboratively with my peers, superiors, and potential stakeholders with meeting the vision and mission of any organization that I may have the opportunity to work for and support.