

DENISE M. ALDRIDGE

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PROFESSIONAL PROFILE

- Goal-oriented professional with more than 20 years of progressive accomplishments in fiscal management, budget development, and administration.
- Enthusiastic team leader, able to plan, organize, and complete projects on time and within budget.
- Resourceful self-starter, creative in pursuing unique methods while demonstrating integrity in attaining goals and objectives.
- Positive motivator, able to empower others to achieve common goals.
- Analytical planner, with the unique ability to comprehend complex information and transform into workable solutions.
- Effective communicator, dedicated to excellence in service and in building relationships.

AREAS OF EXPERTISE

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|-------------------------|-----------------------------|------------------------------|
| • Workday Administrator | • Tree Keeper Administrator | • Parks Log Administrator |
| • Performance Measures | • Customer Relations | • Contract Management |
| • Fiscal Management | • Budget Development | • Capital Improvement Prjcts |
| • Strategic Planning | • Developing Forecasts | • Organizational Analysis |
| • Supervisory | • Inventory Control | • Legal Agreements/Contracts |
| • Internal Controls | • Budget Implementation | • Auditing |
| • Procurement | • Database Management | • Work Order Systems |
| • OUC Billing | • Payroll Processing | • Account Payable/Receivable |
| • City Codes/Ordinances | • Policies & Procedures | • Financial Analysis |
| • Grants | • Financial Reports | • Facility Rentals |
| • Change Management | • Golf Course Budgeting | • Revenue Collections |
| • Staff Development | • CLASS Administrator | |

PROFESSIONAL BACKGROUND

OPERATIONS, BUDGET MANAGEMENT, & ADMINISTRATION

Plan, organize, and direct work in operations, budget management, administrative and professional activities which include: performance measures, organizational structure, system administration, employee safety and training, project management, policies and procedures; customer service, inventory and database management; developing forecasts, auditing, facility bookings, expenditure control and accountability; development, implementation and budget monitoring; financial analyses, and ensuring compliance with city, state, and federal rules and regulations.

- Development of performance measures through audits ensuring accountability of operations, capital improvement projects, and contract compliance.
- Proven organizational restructuring and utilization of resources effectively reducing costs and increasing productivity.
- System administrator and effective change management for multiple software systems (CLASS, TreeKeeper, Flexible Spending Account, JD Edwards-trainer, Workday).
- Dealing with difficult situations, citizens, employees, elected officials.
- Successful implementation of increasing revenues.

EDUCATION

- **Master of Business Administration**, University of Phoenix, Maitland, Florida
- **BS in Business Administration**, University of Central Florida, Orlando, Florida

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AFFILIATIONS

- State of Florida Notary
- Drawdy-Rouse Family Cemetery, Inc. Treasurer (2014 – Present)
- Florida Urban Forestry Council Executive Committee Board Member (2 years)
- Lockheed Martin Dive Club Treasurer (3 years)
- Orlando Community & Youth Trust Board Member (former Treasurer 5 years)

EXPERIENCE

- City of Orlando
Orlando, FL
Workday Administrator Jan 2014 - Present
Department: Office of Business & Financial Services
Staff: Direct – 3
Manage: Workday Named Support Contact, Log Support Cases, Review System Problems, Find Solutions, Coordinate with Functional Areas (Budget, Procurement, Finance, Human Resources, Information Technology) for Implementation of New Functionality, Update Manager, Coordinate Test Plan for Bi-Annual Updates, Change Management, Project Management, Assign Job Priorities, Ensure Standards are Met, Administer Vendor Contract, Oversee User Training, Approve Security Access, Troubleshoot Departmental Process Issues for Invoices, Purchase Orders, Positions, Job Changes, and Terminations, Maintain Workday Road Map, Third Step Grievance Hearing Officer

Health Services Financial Manager Aug 2011 – Jan 2014
Department: Executive Office, Human Resources
Staff: Direct – 1
Manage: Self-Funded Healthcare Plan Fiscal Management (\$53 million) and Contract Compliance, Employee Benefit Fiscal Management (Life, Accidental Death and Dismemberment, Short Term Disability, Long Term Disability, Flexible Spending Accounts, Cobra, Retiree Direct Bill, Dental), Budget Development and Implementation, Policies And Procedures, Customer Service, Contract Management, RFP Committee Chair (Dental), RFP Committee Member (Benefits Consultant), Develop Forecasts, Union Contracts Compliance for Benefits, Procurement, Audits (Medical, Pharmacy, Occupational Health), Coordinate with Legal, Financial Analysis, Database Management (Claims), Independent Judgment, Presentations, JD Edwards/ Peoplesoft, Wellness Programs.

Parks Assistant Division Manager Dec 2007 – August 2011
Department: Families, Parks and Recreation
Staff: Direct – 10 Operations – 117
Manage: Division operations including Forestry, Grounds Maintenance, Irrigation, Horticulture, Green Up, Lake Eola, Bill Frederick at Turkey Lake, and Langford Parks, CIP Project Management, Fiscal Management (\$11 million), Budget Development and Implementation, Disciplinary Action, Policies And Procedures, Customer Service, Contract Management, Lease Agreements, Coordinate with Elected Officials, Budget Adjustments (BRC), Developing Forecasts, Labor Relations, Union Contracts, Real Estate Agreements, Procurement, Personnel Issues, Safety/Training, Utilities, Irrigation Audits, Grants, Assign and Review Work, Coordinate with Legal, Citizen Complaints, Repairs and Maintenance Operations, Financial Analysis, Database Management and System Administrator (Parks Work Order System – Microsoft Access, CLASS, TreeKeeper), Independent Judgment, City Codes and Ordinances, Auditing, Presentations, JD Edwards/Peoplesoft.

Fiscal Manager

Sep 2001- Dec 2007

Department: Families, Parks, and Recreation**Staff:** 5.

Managed: Fiscal Management (\$26 million), Contract Management and Compliance, Accounts Payable/Receivable, Parks Strategic Planning, Revenue Collection, Park Inspections, Database Management and System Administrator for Recreation Programs (CLASS), Facility Rentals, Tree Plantings, Maintenance, Irrigation Repairs, and Performance Measures Internal Controls, Forestry Tree Inventory, Developed Forecasts and Reports, Presentations; Development, Preparation, and Implementation of Operating Budgets, Internal Audits, Capital Improvement Project Administration, Financial Reports, Tax Compliance, City Code, Policies & Procedures, Customer Relations, Golf Course Operations, Reconciliation, Organizational Analysis, Procurement, Parks Disaster Planning, Payroll Processing, Training Workshops, Independent Judgment, Staff Development, Decision Making, Parks Work Order System (MS Access), Budget Adjustments (BRC), Assign and Review Work.

Treasurer

July 2003 - 2007

Orlando Community & Youth Trust

501(c)3 non-profit organization

Managed: Fundraising, 10,000 Trees Initiative, Parramore Kidz Zone, Tax Returns, Investments, Grants for Recreation Programs, Annual Wetlands Park Festival, Budget Development, Revenue Forecasting, Contract Management, MS Money Software, Community Events, Financial Reporting.

Property Supervisor

Sep 1999 - Sep 2001

Department: Public Works,
Environmental Services, Technical Support.**Staff:** 3.

Managed: Procurement, Warehouse Management, Property Control, Staff Development, Independent Judgment, Contract Management, Decision Making, Vendor Relations, JD Edwards Software, Expenditure Controls, Auditing Orders, Inventory.

Staff Assistant

Aug 1995 - Sep 1999

Department: Public Works,
Environmental Services, Environmental Control.

Managed: Budget Preparation, Special Projects, Seminars, JD Edwards Software, Policies & Procedures, City Code/ Ordinances, Reclaimed Water (Irrigation) Field Inspection & Operations Specialist, Payroll Processing.

- Landscape Trucking
Orlando, FL

Bookkeeper

Apr 1994 - Aug 1995

Managed: Payroll, Accounts Payable, Sales Tax,
Unemployment, Banking Transactions.

- Marlin Manufacturing
Orlando, FL

Customer Service Representative

Oct 1991 - Apr 1994

Managed: Phone Sales.

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