

## General Job Application

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**Job Title**

Assistant City Manager

**Requisition Number**

46448

### Personal Data

#### Contact

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**First Name**

Ismael

**Middle Name****Last Name**

Diaz

**Address**

11264 NW 34th Court

**City**

Coral Springs

**State**

Florida

**Zip Code**

33065

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**Primary Phone**

5613766167

**Alternate Phone****Email Address**

idiaz@me.com

### Salary Requirement

What is your desired salary range?

155,000 - 180,000

### Eligibility

Do you have a legal right to work in the U.S.?

Yes

If yes, are you able to provide documents as required by law to verify your eligibility to work in the U.S.?

Yes

Have you ever been convicted of a crime excluding misdemeanors and/or summary offenses?

No

If yes, provide the details for all such instances.

### Education Information

#### High School

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**High School Name**

Rafael Lopez Landron

**Did you graduate?**

Yes

**City**

Guayama

**State**

Puerto Rico

## College/University

Name of College/University/Other	Start Date	End Date
Turabo University - Ana G. Mendez Foundation	8/1/1983	12/1/1987
City	State	
Gurabo	Puerto Rico	
Degree	Major	Did you graduate?
Bachelors	Accounting	Yes

## College/University

Name of College/University/Other	Start Date	End Date
Nova Southeastern University - School of Entrepreneurship	1/1/1997	12/1/1999
City	State	
Davie	Florida	
Degree	Major	Did you graduate?
Masters	MBA	Yes

## College/Graduate School

Name of College/University/Other	Start Date	End Date
City	State	
Degree	Major	Did you graduate?

## Vocational/Technical

Name of Vocational/Technical School	Start Date	End Date
City	State	
Degree	Major	Did you graduate?

## Additional Education Information

Please list any additional education below.

Professional Profile:

- Experience with Private, Non-Profit Organizations and Local Government at a Senior Executive Level with impeccable references.
- Experience with Strategic Planning, Project Management, Capital Improvements, Replacement Plans and Long-Term Financial Plans.
- Fully BILINGUAL (English & Spanish) with Excellent written and verbal communication skills.
- FEMA Certified - National Incident Management System (NIMS) IS 100-800.
- Member of the FAU LeRoy Collins Ethics Academy Advisory Board and Founder of the Coral Springs/Parkland Cycling Club.
- Member of the City of Coral Springs Budget & Finance Committee.
- Chairman of the Town of Miami Lakes Investment Committee and Treasurer of the Miami Lakes Town Foundation.

## Employment Information

Beginning with your present or most recent employment, describe ALL periods of employment including self-employment, unemployed periods and military service. Your adult employment MUST be complete. Use the space provided below, if necessary. The City of Margate appreciates the reasons why you might prefer that your current employer not know about this application. Be advised that the City generally does not contact any employer until the latter stages of our hiring process.

## Most Recent Employer

**Start Date**

July 15 2015

**End Date**

Current

Full Time

**Position Title**

Chief Financial Officer

**Employer**

Town of Miami Lakes - \$42 million

**Phone Number**

3053616100

**Address**

6601 Main Street

**City**

Miami Lakes

**State**

Florida

**Zip**

33014

**Duties**

- Chairman of the Town of Miami Lakes Investment Committee and Treasurer of the Miami Lakes Town Foundation.
- Supervision of accounting, finance, investment program, risk management, bonds, payroll (ADP), FRS, cost recovery, Other Post-Employment Benefits (OPEB), financial reporting, special taxing district acctg. and interaction with procurement operations.
- Responsible for Munis ERP financial system logistics, banking operations, grant accounting and CITT audit.
- Managed 16 funds, 6 bank accounts, banking fraud protection programs, CD's, MM and merchant accounts and municipal CC services.
- Responsible for Bond payments, IRS credit application and adherence to covenants.
- Managed Moody and Fitch rating process with FA and planned a Special Benefit District with a Special Assessment for underground utilities.
- Managed all FEMA financial disaster recovery operations, insurance, contracts, communication and disaster fund for Hurricane IRMA.
- Responsible for the false alarm program revenue, collection agency operations including a 25% forgone income recovery.
- Researched and consulted with legal counsel regarding ordinances, administrative orders, policies, state statutes and town charter.
- Successfully led Munis ERP enhancements to improve efficiencies and comply with GASB, state and federal regulations.
- Directed the annual independent financial audit, single audit and the preparation of the Comprehensive Annual Financial Report (CAFR).
- Awarded "Certificate of Achievement for Excellence in Financial Reporting" from GFOA for 2015, 2016 and 2017, free of findings and weaknesses.
- Streamlined the A/P electronic process and increased on-time payments from 78% to 98% based on state statute requirement.
- Managed all investments, investment committee, solicitations, meetings and consultant in accordance with the Town's investment policy.
- Led and managed all financial, investment and risk management related RFP's.
- Developed and implemented departmental policies and procedures including enhancements to human resources benefits.
- Managed and audited the Storm Water residential billings through Miami-Dade County Water & Sewer Department.
- Responsible for the Miami-Dade County "Citizen Independent Transportation Trust" (CITT) revenue and its 5-year audit cycle.
- Managed all risk and insurance matters including RFP's, claims, settlements, litigation, liability and asset protection.
- Approved Grant claims, audits and documentation prepared by Grant Administrator.
- Led the FPL underground utilities project including research, council presentation, community workshop and survey.
- Other projects as requested by the Town Manager.

**Reason for leaving?**

Searching for an opportunity to continue my professional development and closer to my home in Coral Springs.

**May we contact for reference?**

No



## Previous Employer

**Start Date**

9-1-2011

**End Date**

7-10-2015

Full Time

**Position Title**

Chief Financial Officer

**Employer**

Collins Center for Public Policy - \$12 million

**Phone Number**

3054953070

**Address**

Biscayne Blvd

**City**

Miami

**State**

Florida

**Zip**

33132

**Duties**

- Key member of the Finance Committee, the Executive Committee and the Senior Executive Group.
  - Provided oversight and management to all financial functions, reporting to the Chief Executive Officer and Board of Directors.
- 
- Partnering with the CEO turned the organization from a 3 million deficit to a 1-million-dollar surplus in 12 months.
  - Effectively manage the maintenance and creation of financial budgets & forecasts.
  - Presented and discussed financial statements with Chief Executive Officer and Board of Directors.
  - Responsible for all banking communication, presentations, negotiations, contracts & loans.
  - Worked closely with CEO & COO to streamline operations and reduce operating costs.
  - Reviewed and approved all contracts to ensure compliance with agency or foundation funding guidelines.
  - Directed a team of 30, encompassing Controllershship, Business Operations, Decision Support, and Financial Planning & Analysis.
  - Review and approved individual and consolidated financial statements for over 70 funds and grants.
  - Resourcefully implemented and managed restricted cash accounts to adhere to non-profit best practices.
  - Led the purchase and implementation of Blackbaud Financial ERP System.
  - Developed strategies to maximize Cash Flow and reduced current liabilities by 50% within 12 months.
  - Strategically developed financial operations to manage fundraising, donor contributions and the mortgage mediation program.
  - Work closely with all infrastructure and data management vendors to ensure reliability of information.
  - Responsible for external audits, payroll processing and accuracy, and all financial decisions.
  - Successfully designed better financial high-volume transaction processing to guarantee compliance with GAAP accounting.
  - Managed and completed corporate dissolution and acted as "Financial Trustee" managing settlements of \$1.8 million dollars.

**Reason for leaving?**

Organization filed for corporate dissolution. I remained trustee of assets until liquidation in 2018.

**May we contact for reference?**

Yes



## Previous Employer

<b>Start Date</b>	<b>End Date</b>	
2-1-2007	10-1-2011	Full Time
<b>Position Title</b>		
Controller		
<b>Employer</b>		<b>Phone Number</b>
CCCI Corporation - \$90 million		9549779673
<b>Address</b>		
2401 W Cypress Creek Rd		
<b>City</b>	<b>State</b>	<b>Zip</b>
Fort Lauderdale	Florida	33309

### Duties

- Responsible for 14 employees, full accounting cycle through consolidated financials, audits, budgets & analysis.
- Review and approved lines of credit, individual and consolidated financials (TB, BS, P&L, Cash Flow) for 7 non-profit entities.

- Responsible for biannual board presentations and chairman of the audit and finance committee.
- Streamlined operations for Bookstores, School/Academy, Food Services, Facilities, Thrift Store, 4kids of South FL, 77 Ministries, Radio & TV.
- Effectively eliminated redundancies and misuse of software by automating processes and implementing procedures.
- Led implementation of online credit card, debit card and e-check process, including planning, testing and execution.
- Implemented Elementary, Middle and High School financial operations including billing procedures and policies.
- Led the implementation of Blackbaud ERP systems including Financial Edge, Raiser's Edge and Student Billing.
- Managed budget operations for all ministries and Christian school in a timely and efficient manner.
- Responsible for independent financial audits, contract and logistics.
- Re-engineered communication with over 80 ministries to achieve effectiveness with financial responsibilities.
- In charge of all contributions, donations, revenue recognition and Activity Based Accounting (ABA).
- Created financial and operations training for ministry overseers and assistants.
- Responsible for banking operations including merchant accounts/rates, account structures, pricing, armor trucks and fraud detention.

### Reason for leaving?

Was offered a great opportunity with the Collins Center for Public Policy.

### May we contact for reference?

Yes

## Previous Employer

**Start Date**

9-1-2003

**End Date**

12--1-2006

Full Time

**Position Title**

Corporate Controller

**Employer**

Western Union - Vigo Division - \$300 million

**Phone Number****Address****City**

Fort Lauderdale

**State**

Florida

**Zip****Duties**

- Responsible for accounting cycle through consolidated financials, monthly closings, audits & analysis.
- Prepared consolidated financials for six companies incl. cash flow, churning analysis, TB's and P&L's.
- Instrumental in managing the daily purchase of foreign currency and setting exchange rates for our clients.
- Kept high interaction with clients (over 4,000), helping the sales force with back office situations.
- Responsible for Oracle Financials implementation, including planning, testing and execution.
- Member of the strategic VigoNet Committee responsible for planning and testing custom industry software.
- Managed the A/P, general accounting, logistics, Banking, Reconciliation and A/R Depts.
- Managed six departments and led six supervisors, assistant supervisors and 100 employees.
- Responsible for financial audits including proprietary audits by various States due to our industry.
- Re-engineered the AGENT computer logistics process and negotiated computer purchases with local manufacturers.
- Responsible for building and re-designing two office buildings, both on time and within budget.
- Managed the daily reconciliation for 120 bank accounts and over 2,800 ZBA bank accounts.
- Responsible for bad debt negotiations, client loan approvals and bad debt management.
- In charge of negotiating bank account structures and pricing with banks and armor car companies.
- Created policies and procedures for all departments managed and upheld such to meet company goals.
- Responsible for research of latest technology to serve our clients better and increase efficiencies.
- Responsible for daily cash transactions and deposits of over 7 million dollars.
- Multi-Site experience (New York, California, Miami) and exposure to Sarbanes Oxley (SOX).

**Reason for leaving?**

Western Union consolidated the LATAM division in Mexico and proceeded to lay off employees in the US.

**May we contact for reference?**

No

## Previous Employer

**Start Date**

1-1-1998

**End Date**

6-1-2003

Full Time

**Position Title**

Corporate Controller and Manager of Information Systems - \$230 million

**Employer**

Triad Marketing Group

**Phone Number****Address**

Camino Real

**City**

Boca Raton

**State**

Florida

**Zip****Duties**

- Responsible for accounting cycle through consolidated financials, audits & analysis.
- Streamlined accounting dept. logistics and procedures, Costing, Cash Flow and banking operations.
- Successfully led ERP implementations for which managed general accounting, MRP, costing, and estimating.
- Prepared operational flowcharts and future value models.
- Led e-commerce design and implementation of B2B & B2C sites.
- Re-engineered IT operations, design, programming, security and architecture.
- Responsible for client, vendor, contractors and call center operational management.
- Led the call centers and marketing department through CRM implementations and design.
- Designed and implemented multi-corporation profile software and a critical mission data processing system.
- Provided the Marketing department with operational presentations for clients.
- Created and implemented business analysis models to study behavior of continuity business.
- Responsible for all systems used by the Financial Group and third-party processors.
- Led a team to design and develop software to handle credit card transactions.
- Responsible for communication with processors, consultants, business models and analyzes of business concepts.
- Prepared functional specifications to eliminate software anomalies.

**Reason for leaving?**

Company closed.

**May we contact for reference?**

No



## Previous Employer

Start Date

End Date

Full Time

Position Title

Corporate Controller and Manager of IT

Employer

Phone Number

SunPure LTD. - IRF Division - \$350 million

Address

City

State

Zip

Fort Pierce

Florida

Duties

- Responsible for complete accounting cycle through consolidated financials, audits, financial reporting & analysis (BS, P&L, Cash Flow).
  - Led the implementation of production, revenue, expense, cost forecast models and materials management processes.
  - Applied process for international imports and exports to Brazil and Japan, including rebate management.
  - Implemented the ERP system Symix/Syteline for accounting, manufacturing & distribution.
  - In charge of financial consolidations, material management and IT integration operations for three manufacturing plants.
  - Implemented bar code, mobile computing and quality control systems, and developed "Value Added Logistics" training programs.
- Saved over 3 million by re-engineering MRP and eliminating manufacturing, distribution and material management inefficiencies.

Reason for leaving?

Company closed.

May we contact for reference?

No

## Previous Employer

Start Date

End Date

Full Time

Position Title

Employer

Phone Number

Address

City

State

Zip

Duties

Reason for leaving?

May we contact for reference?

## Additional Work Experience Information

Please list any additional work experience below.

## Skills & Certifications

#### Professional Certifications and Licenses

NIMS Certified - IS 100 - 800

List all jobs skills, abilities, qualifications, and volunteer experience relevant to the position for which you are applying.

I have experience with completing agenda items and memos related to my projects, approval of minutes for committees and foundation, private and non-profit sector relationships. Vast experience with presentations, special projects, budgets, financials, problem solving, working with municipal departments, strategic planning, long-term financial planning and excellent communication skills.

## Military Experience

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Branch of Service

Enlistment Date

Discharge Date

Type of Discharge

Primary Responsibilities & Duties

## Applicant Statement

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By my signature below, I authorize any federal, state, county or municipal governmental agency, any municipal corporation or political subdivision of this state, or any other state agency, department or division thereof, or any other public or private agency, person, firm, or corporation holding records concerning, that are considered confidential, to supply such information to the City of Margate.

By my signature below, I acknowledge that PRIOR to making a conditional offer of employment to me, the City of Margate may request information which may include, but not limited to, a history of my educational records, a history of my vocational and/or training records, criminal history, any documentation of previous or current on-the-job performance records or history, any reason, excluding any reason based on a medical condition or disability, for termination of any previous employment, any reason, excluding for discharge from military service, or any other personal information that is not medical, health, or disability related in nature which may not otherwise be obtained without prior agreement.

By my signature below, I acknowledge that SUBSEQUENT to making a conditional offer of employment to me, the City of Margate may request not only the information stated above, but also any information of what-so-ever nature regarding both my past or current job related or non-related medical/health condition(s) or disability(ies).

By my signature below, I acknowledge that any such information received by the City of Margate shall become public record pursuant to Chapter 119 of the Florida Statutes.

I Agree

Yes

## Signature

*Ismael Diaz*

Date Signed: 5/3/2019 8:44 AM

Date Submitted: 5/3/2019 9:17 AM

IP Address: 108.224.147.109

## Agency Wide Questions

Do you have any relatives working for the City of Margate?

No

Did you provide at least ten (10) years of relevant work history in the Work Experience section, or if you do not have ten (10) years of work history, did you list the entirety of your work experience in the Work Experience section? If not, please return to the Work Experience section to complete this information.

Yes

Where did you hear about the job opportunity you are applying to?

A friend saw it and forward it to me.

Pursuant to Florida State Statute 119, all applications and materials attached are subject to public records request. Please use the space below to indicate whether or not you have any exemptions under FSS 119. If you do not have any exemptions, please write "N/A".

N/A

If you have relatives working for the City of Margate, please enter their name and department in the space below.

N/A

Did you provide at least three (3) professional work-related references? If not, please return to this section and add additional professional work-related references.

Yes

Please provide at least three (3) professional work-related references. Please include the following information: reference name, phone number, email address, position title. (Please note: professional work-related references are people who can speak to us about your job performance and are usually people who directly supervise you. For students, or those with limited work history: professional references may include internship/volunteer supervisors or academic teachers/professors).

Merrett Stierheim 305-495-3070 CEO Collins Center  
mrstierheim@msn.com  
Enrique Llerena 786-346-0364 - Auditor - ellerena@cflgcpa.com  
Carlos Acosta (815) 343-9126 - carlos\_j\_acosta@hotmail.com  
Public Works Director



## Assistant City Manager Qualifications

Do you possess a Bachelor Degree from an accredited college or university, with major coursework in Administration, Management, or closely related field?

Yes

Please use the space below to explain what field your Bachelor's Degree is in. If you do not have a Bachelor's Degree, please type "N/A".

Accounting and Management

Do you possess a Master's Degree?

Yes

Please use the space below to explain what field your Master's Degree is in. If you do not have a Master's Degree, please type "N/A".

MBA

Do you have at least seven (7) years of successful management experience in municipal/county management?

Yes

Please use the space below to detail your relevant experience in municipal/county management. Please include where you obtained the experience, what capacity you worked in, how many years of experience you have, and any professional accomplishments.

I worked for the Collins Center for Public Policy under the supervision of Merrett Stierheim who I consider a mentor. Mr. Stierheim was Manager of the City of Miami and Miami Dade County Manager, Twice. We worked together with municipalities and county to solidify relationships considering public policy and others. We also worked with the City of Doral, Miami Lakes and Opa Locka consulting on strategic plan and budgets. I have been the CFO for the Town of Miami Lakes since 2015.

Do you have municipal government experience?

Yes

Please use the space below to describe your municipal government experience. Please include where you obtained the experience, what capacity you worked in, and the total number of years of experience.

I worked for the Collins Center for Public Policy under the supervision of Merrett Stierheim who I consider a mentor. Mr. Stierheim was Manager of the City of Miami and Miami Dade County Manager, Twice. We worked together with municipalities and county to solidify relationships considering public policy and others. We also worked with the City of Doral, Miami Lakes and Opa Locka consulting on strategic plan and budgets. I have been the CFO for the Town of Miami Lakes since 2015.

Do you possess a DD214 for military service?

No

Do you have your ICMA Credentialed Manager Certification?

No



# Ismael Diaz, M.B.A

11264 NW 34<sup>th</sup> Court Coral Springs Florida - (561) 376 – 6167 – [idiazcora@gmail.com](mailto:idiazcora@gmail.com)

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## **Professional Profile:**

- Experience with Private, Non-Profit Organizations and Local Government at a Senior Executive Level with impeccable references.
- Experience with Strategic Planning, Project Management, Capital Improvements, Replacement Plans and Long-Term Financial Plans.
- Fully BILINGUAL (English & Spanish) with Excellent written and verbal communication skills.
- FEMA Certified - National Incident Management System (NIMS) IS 100-800.
- Member of the FAU LeRoy Collins Ethics Academy Advisory Board and Founder of the Coral Springs/Parkland Cycling Club.
- Member of the City of Coral Springs Budget & Finance Committee.
- Chairman of the Town of Miami Lakes Investment Committee and Treasurer of the Miami Lakes Town Foundation.

**Education:** Nova University, Davie Florida, **MBA** - Turabo University, Puerto Rico, **BBA** Accounting Major "Cum Laude"

## **Software & Hardware:**

- Microsoft Office, MUNIS Financial ERP, Blackbaud ERP (Financial Edge, Student Billing and Raisers Edge), Oracle ERP and Symix/Syteline ERP.

## **Industry Experience:**

- Manufacturing (Citrus, Food, Plastics, Intraocular Lenses, Consumer Products), Distribution, Credit Card processing, E-Commerce, Wholesale, Broadcasting, Direct/Infomercial Marketing, Money Services (MSB), Christian Ministry/School, Public Policy and Government.

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## **CHIEF FINANCIAL OFFICER - Town of Miami Lakes - A \$42 million – Local Government Entity 7/15 – Present**

- Supervision of accounting, finance, investment program, risk management, bonds, payroll (ADP), FRS, cost recovery, Other Post-Employment Benefits (OPEB), financial reporting, special taxing district acctg. and interaction with procurement operations.
- Responsible for Munis ERP financial system logistics, banking operations, grant accounting and CITT audit.
- Managed 16 funds, 6 bank accounts, banking fraud protection programs, CD's, MM and merchant accounts and municipal CC services.
- Responsible for Bond payments, IRS credit application and adherence to covenants.
- Managed Moody and Fitch rating process with FA and planned a Special Benefit District with a Special Assessment for underground utilities.
- Managed all FEMA financial disaster recovery operations, insurance, contracts, communication and disaster fund for Hurricane IRMA.
- Responsible for the false alarm program revenue, collection agency operations including a 25% forgone income recovery.
- Researched and consulted with legal counsel regarding ordinances, administrative orders, policies, state statutes and town charter.
- Successfully led Munis ERP enhancements to improve efficiencies and comply with GASB, state and federal regulations.
- Directed the annual independent financial audit, single audit and the preparation of the Comprehensive Annual Financial Report (CAFR).
- Awarded "Certificate of Achievement for Excellence in Financial Reporting" from GFOA for 2015, 2016 and 2017, free of findings and weaknesses.
- Streamlined the A/P electronic process and increased on-time payments from 78% to 98% based on state statute requirement.
- Managed all investments, investment committee, solicitations, meetings and consultant in accordance with the Town's investment policy.
- Led and managed all financial, investment and risk management related RFP's.
- Developed and implemented departmental policies and procedures including enhancements to human resources benefits.
- Managed and audited the Storm Water residential billings through Miami-Dade County Water & Sewer Department.
- Responsible for the Miami-Dade County "Citizen Independent Transportation Trust" (CITT) revenue and its 5-year audit cycle.
- Managed all risk and insurance matters including RFP's, claims, settlements, litigation, liability and asset protection.
- Approved Grant claims, audits and documentation prepared by Grant Administrator.
- Led the FPL underground utilities project including research, council presentation, community workshop and survey.
- Other projects as requested by the Town Manager.

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## **CHIEF FINANCIAL OFFICER - Collins Center for Public Policy - A \$12 million Public Policy Organization 10/11 – 6/15**

- Key member of the Finance Committee, the Executive Committee and the Senior Executive Group.
- Provided oversight and management to all financial functions, reporting to the Chief Executive Officer and Board of Directors.
- Partnering with the CEO turned the organization from a 3 million deficit to a 1-million-dollar surplus in 12 months.
- Effectively manage the maintenance and creation of financial budgets & forecasts.
- Presented and discussed financial statements with Chief Executive Officer and Board of Directors.
- Responsible for all banking communication, presentations, negotiations, contracts & loans.
- Worked closely with CEO & COO to streamline operations and reduce operating costs.
- Reviewed and approved all contracts to ensure compliance with agency or foundation funding guidelines.
- Directed a team of 30, encompassing Controllershship, Business Operations, Decision Support, and Financial Planning & Analysis.
- Review and approved individual and consolidated financial statements for over 70 funds and grants.
- Resourcefully implemented and managed restricted cash accounts to adhere to non-profit best practices.
- Led the purchase and implementation of Blackbaud Financial ERP System.
- Developed strategies to maximize Cash Flow and reduced current liabilities by 50% within 12 months.
- Strategically developed financial operations to manage fundraising, donor contributions and the mortgage mediation program.
- Work closely with all infrastructure and data management vendors to ensure reliability of information.
- Responsible for external audits, payroll processing and accuracy, and all financial decisions.
- Successfully designed better financial high-volume transaction processing to guarantee compliance with GAAP accounting.
- Managed and completed corporate dissolution and acted as "Financial Trustee" managing settlements of \$1.8 million dollars.



**CONTROLLER - CCCI, INC - A \$90 Million Charitable Organization****2/07 – 10/11**

- Responsible for 14 employees, full accounting cycle through consolidated financials, audits, budgets & analysis.
- Review and approved lines of credit, individual and consolidated financials (TB, BS, P&L, Cash Flow) for 7 non-profit entities.
- Responsible for biannual board presentations and chairman of the audit and finance committee.
- Streamlined operations for Bookstores, School/Academy, Food Services, Facilities, Thrift Store, 4kids of South FL., 77 Ministries, Radio & TV.
- Effectively eliminated redundancies and misuse of software by automating processes and implementing procedures.
- Led implementation of online credit card, debit card and e-check process, including planning, testing and execution.
- Implemented Elementary, Middle and High School financial operations including billing procedures and policies.
- Led the implementation of Blackbaud ERP systems including Financial Edge, Raiser's Edge and Student Billing.
- Managed budget operations for all ministries and Christian school in a timely and efficient manner.
- Responsible for independent financial audits, contract and logistics.
- Re-engineered communication with over 80 ministries to achieve effectiveness with financial responsibilities.
- In charge of all contributions, donations, revenue recognition and Activity Based Accounting (ABA).
- Created financial and operations training for ministry overseers and assistants.
- Responsible for banking operations including merchant accounts/rates, account structures, pricing, armor trucks and fraud detention.

**CORPORATE CONTROLLER - Western Union (Vigo) - A \$300 Million Money Transfer Company serving LATAM** 9/03 - 12/06

- Responsible for accounting cycle through consolidated financials, monthly closings, audits & analysis.
- Prepared consolidated financials for six companies incl. cash flow, churning analysis, TB's and P&L's.
- Instrumental in managing the daily purchase of foreign currency and setting exchange rates for our clients.
- Kept high interaction with clients (over 4,000), helping the sales force with back office situations.
- Responsible for Oracle Financials implementation, including planning, testing and execution.
- Member of the strategic VigoNet Committee responsible for planning and testing custom industry software.
- Managed the A/P, general accounting, logistics, Banking, Reconciliation and A/R Depts.
- Managed six departments and led six supervisors, assistant supervisors and 100 employees.
- Responsible for financial audits including proprietary audits by various States due to our industry.
- Re-engineered the AGENT computer logistics process and negotiated computer purchases with local manufacturers.
- Responsible for building and re-designing two office buildings, both on time and within budget.
- Managed the daily reconciliation for 120 bank accounts and over 2,800 ZBA bank accounts.
- Responsible for bad debt negotiations, client loan approvals and bad debt management.
- In charge of negotiating bank account structures and pricing with banks and armor car companies.
- Created policies and procedures for all departments managed and upheld such to meet company goals.
- Responsible for research of latest technology to serve our clients better and increase efficiencies.
- Responsible for daily cash transactions and deposits of over 7 million dollars.
- Multi-Site experience (New York, California, Miami) and exposure to Sarbanes Oxley (SOX).

**DIRECTOR OF FINANCE - Triad Marketing Group - \$230m Direct Marketing, Credit Card and Infomercial Company** 1/98-06/03

- Responsible for accounting cycle through consolidated financials, audits & analysis.
- Streamlined accounting dept. logistics and procedures, Costing, Cash Flow and banking operations.
- Successfully led ERP implementations for which managed general accounting, MRP, costing, and estimating.
- Prepared operational flowcharts and future value models.
- Led e-commerce design and implementation of B2B & B2C sites.
- Re-engineered IT operations, design, programming, security and architecture.
- Responsible for client, vendor, contractors and call center operational management.
- Led the call centers and marketing department through CRM implementations and design.
- Designed and implemented multi-corporation profile software and a critical mission data processing system.
- Provided the Marketing department with operational presentations for clients.
- Created and implemented business analysis models to study behavior of continuity business.
- Responsible for all systems used by the Financial Group and third-party processors.
- Led a team to design and develop software to handle credit card transactions.
- Responsible for communication with processors, consultants, business models and analyzes of business concepts.
- Prepared functional specifications to eliminate software anomalies.

**CORP. CONTROLLER AND MGR OF IT - SunPure Ltd- (IRF Division) - A \$350m Citrus Manufacturer and Distributor** 1/88-12/97

- Responsible for complete accounting cycle through consolidated financials, audits, financial reporting & analysis (BS, P&L, Cash Flow).
- Led the implementation of production, revenue, expense, cost forecast models and materials management processes.
- Applied process for international imports and exports to Brazil and Japan, including rebate management.
- Implemented the ERP system Symix/Syteline for accounting, manufacturing & distribution.
- In charge of financial consolidations, material management and IT integration operations for three manufacturing plants.
- Implemented bar code, mobile computing and quality control systems, and developed "Value Added Logistics" training programs.
- Saved over **3 million** by re-engineering MRP and eliminating manufacturing, distribution and material management inefficiencies.



To whom it May Concern:

I am pleased to be a very positive reference for Mr. Ismael Diaz. In 2011, as interim President and CEO of the Collins Center for Public Policy, a 501C3 non-profit organization, we advertised extensively for a critically important Chief Financial Officer position. After receiving over 600 applications, we came up with a short list of eight finalists, who were all personally interviewed and Ismael was the COO's and my unanimous selection. I had previously been asked to serve as CEO by a relatively uninformed Collins Board of Trustees and was shocked to soon learn that the Center was in critical financial condition. I appointed Ismael a few months later and I have nothing but the highest praise for Ismael's professional competence, judgment, managerial skills and integrity. He is a team player and quickly earned the respect of his staff as well as the Board of Trustees and, within a short time; he completely reformed the Collins Center's troubled financial accountability and reporting systems, which were previously in disarray.

With every confidence I believe that Ismael Diaz is eminently qualified to serve as a corporate or non-profit CEO, COO, or CFO and in my working lifetime I have managed organizations with 30,000 or more employees and have appointed scores of talented professionals, many of whom were selected after national searches. Ismael has extensive private sector experience and frequently demonstrated to me his bottom line skills and business acumen. He is also highly skilled technologically with various computer applications, spreadsheets, soft ware systems, etc. Importantly, Ismael is a man of faith whose character and integrity are beyond reproach.

I hope you will feel free to call me with any questions you may have about Ismael, and if you do select him, rest assured, I believe you will never be sorry!

Sincerely,

Merrett R. Stierheim  
(305) 495-3070 Cell  
(305) 255 8100 Home