
Profile

Kirk

First Name

C

Middle Initial

Wilkenson

Last Name

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State

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Postal Code

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Email Address

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Primary Phone

Mobile: (941) 416-7736

Alternate Phone

Retired

Employer

Finance and IT executive

Occupation

Which Boards would you like to apply for?

Citizen Tax Oversight Committee: Submitted

Environmental Advisory Board: Submitted

Parks and Recreation Advisory Board: Submitted

Have you ever been convicted or pled "no contest" to a misdemeanor offense?☐ Yes ☒ No**Have you ever been convicted or pled "no contest" to a felony?**☐ Yes ☒ No**If yes, have your civil rights been restored?**☐ Yes ☒ No

Demographics**Are you a city resident?**☒ Yes ☐ No**How long have you lived in the City of Venice?**

8 Months

Question applies to multiple boards

Do you own property within the City of Venice?

☒ Yes ☐ No

Question applies to Citizen Tax Oversight Committee

Are you a full time employee of the City of Venice or private individual or employee of a private firm under contract with the City?

☐ Yes ☒ No

Interests & Experiences

Are you currently serving or have you served on a city board?

☐ Yes ☒ No

Why are you interested in serving on a board or commission?

I have a wealth of experience from my career (finance, IT, project/programme management) and living in Europe for over 20 years and I believe I could make a valuable contribution to many of the boards for the betterment of Venice. My wife and I have owned a home here for 3 years and are now retired and permanently residing here.

Resume of Education and Experience:

Vice President of Information Technology, Business Process, and Programm Management for Inmarsat (Satellite communications). Director of Financial reporting and shared services for Communications company (Colt) and Seagram/Vivendi Universal. Director of IT for CSX. BS degree from Wake Forest University, MBA from University of Florida.

[Kirk_Wilkenson_2020.docx](#)

Upload a Resume

Acknowledgements

Kirk C. Wilkenson

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Transformation – Information Technology – Operational Excellence

Senior executive with a proven track record in leading major change programs and turning around IT functions and back office operations to deliver cost savings and customer value in large multi-national companies. An innovative leader with integrity and strong influencing skills able to overcome cultural and functional barriers and deliver results in the most challenging environments.

Competencies & Skills

- Change Leadership
- Strategy and Planning
- Customer Focus
- Commercial Acumen
- People Development
- Communications
- Programme Management
- IT transformation
- Cost Reduction
- Finance Operations
- Business Process Redesign
- Behavioral Change Management
- Service Design and Management
- Outsourcing

Track Record of Success

Delivered annual benefits totaling more than \$70 million and one time benefits of \$40 million. Built and operated shared service centers for 3 companies, on shore, near shore, and off shore. Managed projects with total budgets in excess of \$400 million.

- Led \$200+ million IT and Business Transformation programme
- Implementation of SAP finance and procurement at 40% cost savings
- Improved order to cash process first time right yield from 65% to 95%
- Led \$40 million billing programme, largest & most successful in the company
- Reduced Bill to Cash function costs by 45%, improved KPIs by 50%
- Delivered captive offshore shared services saving \$9 million annually
- Transformed redundant integration team into \$1 million service billings
- Improved customer satisfaction rating 3 consecutive years

Career Background

Inmarsat Plc (London, UK)

2015 – 2020

Inmarsat is the world leader in global, mobile satellite communications, delivering reliable, seamless, voice and high-speed broadband connectivity on land, sea, and air. As Vice President, led the OneIT program to transform the company's IT, business processes, an operating model with a budget in excess of \$200 million and staffing of 300+ employees, contractors, and third parties.

- Redesigned the IT architecture and converted mission critical applications to public cloud, web based best of breed applications
- Implemented a portfolio management program office
- Built a team of process professionals and drove process excellence objectives throughout the company
- Improved **Customer Service, Employee Experience**, and overall **business agility** with **cost savings of \$20 million annually**

hibu (Reading UK)

2012 – 2015

hibu provides advertising and digital marketing services from operations in the UK, US, Spain, Argentina, Chile, Peru, India and Philippines with total revenues of \$1.2 billion

Global Head of Financial Shared Services

Responsible for shared services strategy and the design and implementation of standard finance and procurement processes in a global instance of SAP.

- **ERP Implementation:** Managed a full cycle from partner sourcing through blueprint, realisation, final preparation and go live at a savings of 40% from the original business case cost.
- **Cost Reduction:** \$1.2 million in productivity benefits and \$1 million in procurement and sourcing benefits.
- **Outsourcing:** Developed outsourcing framework and business case approved by the board.

COLT Technology Services (London, UK, Gurgaon India)

2004 – 2012

COLT is a \$1.5 billion European communications and IT managed services company.

Vice President, Business Process Architecture and Change

2010 – 2012

Leading a team of six sigma black belts to define and implement an operational excellence programme to drive performance improvement throughout the organisation. Responsible for implementing best practice process management and improvement, driving business transformation, and developing the business architecture.

- **Change Leadership:** Designed and initiated the roll out of the Operational Excellence Programme
- **Driving Results:** Improved first time right yield of the Order to Cash process from 65 to 95%
- **Process Engineering:** Developed process architecture supporting the global re-organization and ITIL framework implementation

Director, Billing Shared Services and Programs

2007- 2010

Responsible for 150 operational staff and a programme team of 100 with an operating budget of \$8 million and programme budget over \$40 million. Successfully led the largest program undertaken by the company involving over 450 man-years of effort with a direct impact on customers, marketing and product development. The billing function processes 15 billion transactions, manages 80 million prices, 700,000 annual invoices.

- **Cost Reduction:** Reduced functional cost by 45%, increased capacity by 20%
- **Process Improvement:** Improved operational KPIs by more than 50% (CSAT, Cash Flow, Quality)
- **Commercial:** Developed business case and secured Board approval for programme

- **Programme Management:** Developed best practice vendor selection, PMO, and implementation assurance processes, adopted company wide
- **Process Controls:** Implemented Fraud detection and Revenue Assurance processes resulting in \$11 million contribution to operating profit

Director, Finance Shared Services (London)

2004 - 2007

Responsible for establishing an off shore captive finance shared services operation, re-designing finance processes and the implementation of a single instance ERP for 13 countries. Managed staff of 220 in Europe and Delhi India with an operating budget of \$10 million.

- **Cost Reduction:** Reduced cost of Finance operations by 50%, implemented self serve functions, reduced audit fees
- **Customer Focus:** Improved customer query resolution cycle time by 50%; the only function to improve customer satisfaction ratings 3 consecutive years
- **Finance Operations:** SSON runner up award for best mature shared services in Europe 2010
- **Process Redesign:** Reduced closing cycle time by 20%; KPIs for transaction processes improved by 90%

Interim Shared Services Manager (London)

2002 – 2004

Implemented Pan European SSC serving 16 companies in 12 countries in 6 months resulting in 25% reduction in Finance headcount

VIVENDI UNIVERSAL

2000 – 2002

Vivendi Universal was a \$20 billion entertainment and media firm in film, TV, music, telecom and consumer goods formed via the merger of Vivendi and Seagram.

Vice President, Global Shared Services Europe, (London)

Responsible for European Financial Shared Services, HR, IT, Business Process Improvement and Facilities. Managed staff of 150 in London and Amsterdam with an operating budget of \$14 million.

- **Commercial:** Developed an internal consulting practice with first year billings of \$1 million
- **Change Leadership:** Accelerated cash flow reducing DSO by 30% for film library sales
- **Cost Reduction:** Integrated Polygram TV sales Finance functions & reduced costs by 20%
- **Outsourcing:** Developed & managed third party services with Pernod Ricard & Diageo

SEAGRAM COMPANY LTD.

1991-2000

A \$10 billion consumer goods (drinks) and entertainment company (Universal Studios).

Director, European Financial Shared Services, (London)

1998-2000

Charged with turning around the operation that did not fully recover its costs, dissatisfied customers, control issues and low staff morale. Managed staff of 90 with an operating budget of \$5 million serving 20 business units in 12 countries.

Director, Financial Reporting Services, (New York)

1995-1998

Director, Information Technology, (London/Paris)

1991-1995

CSX CORPORATION

1983-1991

Held various positions of increasing responsibility from programmer-trainee to Director with a staff of 50 responsible for Customer Service, Supply Chain, and Decision Support systems.

EDUCATION & TRAINING

University of Florida: Masters in Business Administration, Graduate School of Business, May 1983. Matherly Scholar (top 10).

Wake Forest University: Bachelor of Science in Business Administration May 1981. Graduated Cum Laude.

Technical Experience: ERP Implementation (JD Edwards, Oracle, SAP), Reporting (Hyperion, Essbase, Cognos), Six Sigma green belt training, Billing Implementation (Interconnect, Kenan FX, SAP)

Industry Experience: FMCG, Entertainment (Music, Film TV), Telecommunications (B2B: Voice, Data, Managed Services), Transportation

PERSONAL DATA

Nationality: Dual citizenship – USA, UK

Interests: Sports – coaching, entertainment & production, cooking

Past Directorships Held: Centenary Holdings Plc

Profile

Nancy

First Name

J

Middle Initial

Bush

Last Name

409 Riviera St

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State

34285

Postal Code

joy.bush@ymail.com

Email Address

Mobile: (614) 202-4052

Primary Phone

Home:

Alternate Phone

Retired from State of Ohio

Employer

Project
Management/Leadership

Occupation

Which Boards would you like to apply for?

Environmental Advisory Board: Submitted

Solid Waste and Recycling Rate Stakeholders Work Goup: Submitted

Have you ever been convicted or pled "no contest" to a misdemeanor offense?☐ Yes ☒ No**Have you ever been convicted or pled "no contest" to a felony?**☐ Yes ☒ No

Demographics**Are you a city resident?**☒ Yes ☐ No**How long have you lived in the City of Venice?**

5 years

Do you have a physical disability?☐ Yes ☒ No

Interests & Experiences

Are you currently serving or have you served on a city board?

☐ Yes ☒ No

Why are you interested in serving on a board or commission?

My grandfather lived in Venice when I was born and I remember visiting him and loving Venice. I followed by Grandfather and mother down here when I retired from a Director level position with the State of Ohio. I have a lot of experience and I have time. My whole career has been in service to citizens and I would like to continue.

Resume of Education and Experience:

Bachelor of Science in Business and Finance GPA 4.0 30 years in various leadership positions within the State of Ohio Chartered Property Casualty Underwriter Retired PMP Designation; Professional Project Manager Yoga, Meditation and Mindfulness leader - 20 years Please see resume for more details

Member of the Following Organizations:

Sierra Club, ASPCA, Yoga Alliance

[Joy Resume short_newV3.doc](#)

Upload a Resume

Acknowledgements

NANCY JOY BUSH, CPCU, PMP

1325B Lake Shore Dr.
Columbus, Ohio 43204
Email: joy.bush@ymail.com

Cell: (614) 202-4052
Work: (614) 644-9944

Overview

Joy is a hands-on workers' compensation insurance executive with more than twenty years of experience in Portfolio Management, Operations and Strategy. Her advocacy for Ohio employers can be seen throughout her career in her efforts to improve the quality of safety and risk management and her efforts to provide employers program options that are nationally competitive. Her leadership and direction of Underwriting as well as the development of new programs to support operations have been consistently recognized as an essential factor in the Bureau's transformation. Since joining the Bureau of Workers Compensation in 1986, Joy's proactive leadership and adaptiveness have resulted in her being quickly promoted through various positions of responsibility and scope.

Current Position

Director of Program and Product Development, Ohio Bureau of Workers' Compensation (BWC)

Operations Accomplishments

- Set strategy and provided leadership of Underwriting, Premium Audit, Safety & Hygiene, and Employer Management Business Consulting for a monopolistic workers' compensation system with premiums of \$1.4 billion with division staff of 200+ employees and \$30 million annual budget.
- Re-organized employer management division to reduce cost by 12% and management staff by 20% while reducing backlogs by over 50% in 12 months.
- Active team participant and implementation manager of the first Ohio Kaizen event which improved the adjudicating process for Ohio employer appeals and complaints by reducing the time from receipt to order by 63% in 6 months.
- Oversaw \$3 million Safety Grant program designed to fund safety equipment for Ohio employers in exchange for research data.
- Developed a competent and motivated team that eliminated a \$2.1 million backlog of invoices that was greater than 90 days old within 12 months.
- Represented BWC policies and position in legal hearings.
- Technical consulting regarding policy to central office and 17 field offices.
- Established department to create and document policy affecting 180,000 private employers in conjunction with functional managers that support rules and laws. In 9 months, established 8 policies.

Project Accomplishments

- Functioning as primary architect for new insurance rating products similar to those found in competitive markets to provide sound, performance based employer options that improve risk and safety management.
- Managed two-year project for development of an improved service delivery model benefiting Ohio employers through

improved access to risk and safety services and consistency in consulting quality. Project quality standards exceeded within project due date.

- Developed 7 new products and services in the safety and health field to assist Ohio employers with reducing employee injuries and improving quality and consistency of consulting.
- Led business project team which successfully created interactive web-site functions for injured workers and employers providing them with immediate access to information and services.
- Successfully redesigned business processes and implemented a new insurance policy system resulting in more timely services by supporting coverage initiation and maintenance functions for approximately 1 million policy records.
- Created new employer service classification and 50 positions statewide for the purpose of providing hands-on guidance and education to employers to reduce injuries and costs.

Chronology of leadership positions

Executive Director of Employer Management Services
6/2007 to 1/2009
Director of Employer Policy and Technical Consulting
2/2005 to 6/2007
Senior Manager of Business Development
8/2001 to 2/2005
Actuarial/Underwriting Supervisor
4/1996 to 8/2001
Accounts Payable Supervisor
4/1995 to 4/1996
Administrative Manager
3/1992 to 4/1995

EDUCATION

- Bachelor of Arts Degree in Business Management, Franklin University, December 1992, GPA 4.0

Certifications and continuing education

- Project Management Professional (PMP) designation - 2007
- Systems Analysis and Systems Re-engineering - 2006
- Chartered Property Casualty Underwriter (CPCU) Certification - 2000
- Business Process Redesign seminar - 1994
- Casualty Actuary Society Ratemaking and Reserving Seminars

References furnished upon request

Profile

STEPHEN

First Name

E

Middle Initial

HEFLER, MD

Last Name

487 PADOVA WAY

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Email Address

Mobile: (609) 577-3769

Primary Phone

Home:

Alternate Phone

N/A

Employer

RETIRED PEDIATRICIAN

Occupation

Which Boards would you like to apply for?

Architectural Review Board: Submitted
Citizen Tax Oversight Committee: Submitted
Code Enforcement Board: Submitted
Construction Board of Adjustment and Appeals: Submitted
Environmental Advisory Board: Submitted
Fire Pension Board of Trustees: Submitted
Historic Preservation Board: Submitted
Parks and Recreation Advisory Board: Submitted
Police Pension Board of Trustees: Submitted
Public Art Advisory Board: Submitted
Venice Housing Authority: Submitted
Solid Waste and Recycling Rate Stakeholders Work Goup: Submitted

Have you ever been convicted or pled "no contest" to a misdemeanor offense?

☐ Yes ☒ No**Have you ever been convicted or pled "no contest" to a felony?**

☐ Yes ☒ No**If yes, have your civil rights been restored?**

☒ Yes ☐ No

Demographics

Are you a city resident?

☒ Yes ☐ No

How long have you lived in the City of Venice?

3 1/2 YEARS

Question applies to multiple boards

Do you own property within the City of Venice?

☒ Yes ☐ No

Question applies to Citizen Tax Oversight Committee

Are you a full time employee of the City of Venice or private individual or employee of a private firm under contract with the City?

☐ Yes ☒ No

Question applies to Venice Housing Authority

Are you a resident who is current in rent in a housing project or a person of low or very low income who resides within the housing authority's jurisdiction and is receiving rent subsidy through a program administered by the authority or public housing agency that has jurisdiction for the same locality served by the housing authority?

☐ Yes ☒ No

Do you have a physical disability?

☐ Yes ☒ No

Interests & Experiences

Are you currently serving or have you served on a city board?

☐ Yes ☒ No

Why are you interested in serving on a board or commission?

To give back to the community my wife and I have come to love and and to work to heal/transcend the divisive rancor that permeates our everyday lives.

Resume of Education and Experience:

Postgraduate with medical school, Pediatric Internship, Residency and Pediatric Cardiology Fellowship all at Columbia Presbyterian Medical Center, NYC. Private practice of pediatrics in for 42 years.

Member of the Following Organizations:

Sarasota Democratic Party

Question applies to Architectural Review Board

Are you a member of Venice MainStreet?

☐ Yes ☒ No

Question applies to Architectural Review Board

Are you a registered architect in the state of Florida?

☐ Yes ☒ No

Question applies to Construction Board of Adjustment and Appeals

Do you have knowledge and experience in the technical codes, such as design professional, contractors or building industry representative?

☐ Yes ☒ No

Question applies to Construction Board of Adjustment and Appeals

Are you or have you been a member or practitioner of a trade or profession regulated by the board or a member of any closely related trade or profession?

☐ Yes ☒ No

Question applies to Fire Pension Board of Trustees

Are you a member of the firefighter system?

☐ Yes ☒ No

Question applies to Historic Preservation Board

Do you have demonstrated special interest, experience or knowledge in history, architecture or related disciplines, as well as heritage of the city?

☐ Yes ☒ No

Question applies to Police Pension Board of Trustees

Are you a member of the police system?

☐ Yes ☒ No

Acknowledgements

CURRICULUM VITAE OF STEPHEN E. HEFLER, M.D., F.A.A.P.

1. **Address—487 Padova Way**
North Venice, Florida 34275
609-577-3769

FORMERLY:88 Princeton-Hightstown Rd
Princeton Junction, New Jersey 08550
2. **Birth date and place—March 30, 1943—New York City**
3. **Education**
Columbia University—BA Degree—1964
Medical School—Columbia College of Physicians & Surgeons M.D. Degree 1968.
4. **University Appointments**
Research Associate, Dept. of Pharmacology, Columbia
Physicians and Surgeons—1973
Research Associate, Dept. of Pediatrics, Columbia University—1973-1974.
Assistant Pediatrician, Columbia University—1974-1980.
5. **Hospital Appointments**
Intern-Babies Hospital, Columbia Presbyterian Medical Center—1968-1969.
Resident-Babies Hospital -1969-1971.
Fellow, Pediatric Cardiology-Babies Hospital-1973-1974
Assistant Attending Pediatrician-Babies Hospital-1974-1977
Associate Attending Pediatrician-New Rochelle Hospital
Medical Center. New Rochelle, N.Y.-1974-1977
Associate Attending Pediatrician-University Medical Center at Princeton
1977-1979.
Attending Pediatrician-University Medical Center at Princeton-1979-1997.
Senior Attending Pediatrician-University Medical Center at Princeton 1997-Present.
6. **Licensure and Board Certification**
Diplomate, National Board of Medical Examiners-7/1/1969.
New Jersey Board of Medical Examiners-5/23/1973-6/30/17.
Diplomate, American Board of Pediatrics-12/2/1973.
Florida Board of Health-8/7/17-
7. **Military Service**
U.S. Navy 1971-1973—served as Lt. Commander, Pediatrics Dept., Great Lakes Naval
Base, Illinois.

8. Publications

“Further Observations on the Etiology of RBBBB Pattern following Right Ventriculotomy” (Presented at American Academy of Pediatrics, Cardiology section, Oct. 1973) Circa: 50:1105, 1974

9. Other Positions

School Medical Inspector:

- a) East Windsor Regional School District--6/1978-1997.**
- b) South Brunswick High School--6/1977-1987.**
- c) Spotswood High School--5/1979-1987.**
- d) Upper Freehold Regional School District—2/1983-1995.**

Board of Directors Member- Healthway’s Systems, 1983-1987.

10. Princeton Individual Practice Association, President, 1985-2008.

Princeton Individual Practice Association, Medical Director, 1988-2008.

11. National Committee on Quality Assurance, Surveyor, 1988-1997.

***Performed accreditation reviews on site of managed care health plans including interviews with key HMO staff, medical record review and review of quality assurance documentation.**

12. Physicians Health Care Associates, President, a statewide PPO Network in New Jersey, 1993-1997.

13. Chairman, Department of Pediatrics, University Medical Center at Princeton, 2002-2005.

14. Board of Directors, Jewish Family Service Agency, Princeton-1999-2002

15. Awards

- a) AMA Physician’s Recognition Award, every 3 years since inception.**

16. Medical Malpractice Cases, expert witness—Post, Pollack, Goddsell, MacNeill & Straichler, P.A.

17. NJ Family Magazine Top Docs, 2010, 2012, 2014, 2015, 2016

Profile

Deborah

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A

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Kelly

Last Name

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Alternate Phone

IBM

Employer

Manager/CPA on Long Term
Disability since December
2013

Occupation

Which Boards would you like to apply for?

Code Enforcement Board: Submitted

Environmental Advisory Board: Submitted

Fire Pension Board of Trustees: Submitted

Planning Commission: Submitted

Police Pension Board of Trustees: Submitted

Have you ever been convicted or pled "no contest" to a misdemeanor offense?☐ Yes ☒ No**Have you ever been convicted or pled "no contest" to a felony?**☐ Yes ☒ No**If yes, have your civil rights been restored?**☐ Yes ☒ No

Demographics**Are you a city resident?**☒ Yes ☐ No**How long have you lived in the City of Venice?**

4 years

Interests & Experiences

Are you currently serving or have you served on a city board?

☒ Yes ☐ No

If yes, please list:

Citizens Tax Advisory Board

Why are you interested in serving on a board or commission?

I am very interested in serving this vibrant wonderful community in any voluntary capacity I can.

Resume of Education and Experience:

IBM employee 8/3/1981 to present currently on Long Term Disability since December 2013. MBA in Finance and Accounting, Certified Management Accountant and Certified Public accountant

Member of the Following Organizations:

Certified Management Accountant Org, Certified Public Accountant Org

Question applies to Fire Pension Board of Trustees

Are you a member of the firefighter system?

☐ Yes ☒ No

Question applies to Police Pension Board of Trustees

Are you a member of the police system?

☐ Yes ☒ No

Acknowledgements