

RITZA OLIVIER, MBA, CSM®, CPE

ritzaoliviermba@gmail.com | (954) 294-2784
linkedin.com/in/ritza-olivier-mba/ | Boca Raton, FL

Strategic Innovator ▪ Customer Centric Leader ▪ Data Driven Administrator

Experienced professional with a proven track record of delivering excellent service, timely communication, high customer satisfaction, and effective leadership while managing multiple simultaneous projects on time and on budget. Recognized as a resourceful strategist with strong negotiation, interpersonal, and management skills to facilitate key decision-making processes. Leverages a strong understanding of business processes, quality assurance, data mining and business analytics to effectively drive results.

Additional background in public administration focused on public safety and operations. Demonstrated skills in performing root cause analysis to determine resolution and implement procedures that increase efficiency. Enthusiastic with superior skills in working in team-based and independent capacities.

CORE COMPETENCIES

- Program Administration
- Data Analysis
- Stakeholder Management
- Business Analytics
- Financial Analysis and Forecasting
- Client-Focused
- Project Management
- Training and Development
- Quality Assurance
- Budgeting and Accounting
- Contract Administration
- Strategic Planning
- Customer Service
- Leadership
- Government Compliance
- Emergency Management
- Public Safety and Security
- Sales and Marketing Skills

Technology: Microsoft Office Suite/VBA, SQL for Data Science, Big Data/Data Mining, C++ Programming, and Java Programming, Workday, Jira, Slack

PROFESSIONAL EXPERIENCE

Director | Leaders of Tomorrow - South Florida Chapter | Miramar, FL

2020-2023

Directed the National Black MBA Association (NBMBA) South Florida Chapter's college preparatory and mentorship program with more than 10 adult mentors educating high school students and parents.

- Plan and facilitate meetings and secure speakers on five developmental areas: leadership, financial literacy, college preparation, career preparation, and life skills.
- Offer participants resources, knowledge, and opportunities through mentoring
- Serve as a credible, trusted voice to participants on college admissions, essay writing, and scholarships.
- Draft annual budgets for approval and execute fundraising activities to supplement forecasted budgets.
- Increase program sponsors and donations by building relationships with corporate partners.
- Transitioned the 2020-2021 program to fully remote status and assisted students and their families with changes to the college tour and admissions processes.
- Implemented the Chapter's first ever business pitch competition and provided seed funding to three 16-year-old entrepreneurs.

Senior Police Communications Supervisor | Florida Atlantic University, Police Dept | Boca Raton, FL

2018 - 2021

Managed projects to oversee all aspects of service by a 24/7 emergency communications team.

- Coached personnel at the communications center to analyze and handle emergency situations in a timely, efficient, and appropriate manner at all times to community of 30,000+ students, faculty, and staff.
- Supervised the activities of a 12-member team, comprised of call-takers, dispatchers, trainers, and trainees.
- Directed and coordinated the installation and implementation of FBI and Florida Department of Law Enforcement (FDLE) systems in alignment of technical, strategic, and quality initiatives.
- Established and maintained internal and external networks through collaboration and partnerships.
- Utilized several law enforcement databases and information systems, video/remote sensor data, and geospatial information to collect and analyze tactical data for producing intelligence reports.
- Monitored communications devices to ensure that Public Communications Operators remained in compliance with

applicable standards while fostering favorable public relations.

- Prepared shift schedules that met the needs of the communications center, including payroll/approval of overtime.
- Evaluated employee performance and prepared quarterly and annual appraisals.
- Accessed and identified staff development and training needs and sought appropriate and budget applicable training materials and programs.

Emergency Management Specialist | Florida Atlantic University, Police Department | Boca Raton, FL 1998 - 2018

Initially hired as a Police Communication Officer and advanced to specialize in Crime Analysis and Emergency Management.

- Managed ongoing and often overlapping programs for campus safety, hurricane preparedness, operation and logistics of large sporting events, and community-campus collaborations and awareness.
- Performed quality control for National Crime Information Center (NCIC) system per state and federal guidelines.
- Monitored campus emergency alert systems and prepared analysis reports.
- Recorded public complaints, filed police reports, and analyzed data for reporting.
- Collected information from several systems, performed root cause analysis, and distributed reports with proposed resolutions and resources.
- Analyzed evolving situations, made accurate judgments and effective decisions under pressure, during emergency situations, and took appropriate action.
- Conducted surveillance of areas for suspected criminal activity, reviewed crime information through several analytic tools for briefings, and facilitated presentations.
- Managed data entry, queries, and analytical tools using Florida Department of Law Enforcement and FBI systems.
- Coached and trained new employees on departmental policies and procedures.
- Wrote/developed telecommunicators' training manuals and standard operating procedures.

Key Accomplishments

- Received the department's Customer Service Award in 2003, 2008, 2014, 2015, 2016 and 2018.
- Received the department's Community Service Award in 2013 and 2018.

Additional Professional Experience

Community Service Officer, Lauderhill Police Department, Lauderhill, FL

Executive Assistant, AT&T Global Customer Service, Fort Lauderdale, FL

EDUCATION

Master of Business Administration | Florida Atlantic University | Boca Raton, FL 2016
Focus on Business Analytics and International Business, a minor in Public Administration, and international Internships in Germany and the Czech Republic

Bachelor of Business Administration | Florida Atlantic University | Boca Raton, FL 2004
Focus on Management Information Systems

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

Create and Implement Security Controls | IBM 2024
Apply Incident Detection and Response Techniques | IBM 2024
Certified ScrumMaster | Scrum Alliance 2023
Diversity, Equity, and Inclusion in the Workplace Certificate | University of South Florida 2021
Certified Public Safety Executive (CPE) | APCO International Institute 2021
Executive Certificate of Hospitality and Tourism Management | Florida Atlantic University 2020
Executive Certificate in Project Management | Florida Atlantic University 2018
Data Science: Data to Insight | Massachusetts Institute of Technology (MIT) 2017
National Incident Management System | NIMS ICS-100, ICS-200, and ICS-700 | FEMA 2014

PROFESSIONAL AFFILIATIONS

National Black MBA Association (NBMBA)

Project Management Professional (PMI)