



## OFFICE OF THE CITY CLERK

5581 West Oakland Park Boulevard  
Lauderhill, FL 33313  
Ph: 954.730.3010 Fax: 954.730.3062  
[www.lauderhill-fl.gov](http://www.lauderhill-fl.gov)



### APPLICATION FOR BOARD APPOINTMENT/RE-APPOINTMENT

ALL applicants who would like to be considered for appointment or re-appointment as a member to a city board is required to complete this form prior to Commission approval.

#### PLEASE SELECT

- ☒ Lauderhill Resident ☐ Business Owner  
☐ City of Lauderhill Staff ☒ Broward County Registered Voter

#### Please PRINT or TYPE

Name: Dwight Hinkson  
First Last Middle Initials  
Home Address: 3772 Inverrary Blvd #M108 Lauderhill, FL Zip Code 33319  
Home Phone: (954) 484-1144 Cell Phone: (954) 802-2287  
Email: dwighthinkson@aol.com

#### BOARD INFORMATION:

Have you served on a City Board before? ☒ YES ☐ NO  
If YES, name Board: Lauderdale Lakes Civil Service Board How Many Years? 1  
Name of Board you wish to be XAppointed ☐ Re-Appointed to: Community and Budget, Recreation, Educational Advisory Board, Housing Advisory Committee  
Resume Attached: ☒ YES ☐ NO

If NO, briefly explain why you would like to serve on this board, and describe your qualifications, skills and abilities, you possess that would directly benefit this board:

Attach any additional information to this form if more space is needed

#### Return Completed Form To:

Andrea M Anderson, MMC  
5581 W. Oakland Park Blvd.,  
Lauderhill, FL 33313  
Email: [aanderson@lauderhill-fl.gov](mailto:aanderson@lauderhill-fl.gov)  
Fax: 954-730-3062  
Phone: 954-730-3013

Dwight Hinkson  
Signature  
Dated this 19th day of October, 2018

## **DWIGHT HINKSON**

3772 Inverrary Blvd - #M108 Lauderhill, Florida 33319

954-802-2287 • [dwiththinkson@aol.com](mailto:dwiththinkson@aol.com)

### **Lauderhill Board/Committee Member**

Goal driven, results oriented Professional with more than 15 years experience possessing meticulous planning, leadership and entrepreneurial responsibility. Proven ability to implement organizational initiatives and communicate effectively to ensure deliverables are consistent and compliant.

#### **Professional Strengths**

- Problem Solving
- Critical Thinking
- Communication
- Customer Service
- Performance Management
- Team Building
- Planning and Organizing
- Coaching and Development
- Employee Recognition

#### **AREAS OF EXPERTISE**

##### **Management**

- Mobilized the employee satisfaction core team that significantly improved department morale.
- Coordinated and managed employee development efforts which resulted in 8 vertical promotions and 12 lateral appointments.
- Analyzed and streamlined production budget of \$40,000 to provide outstanding customer treatment to talent and support crew and staff while meeting specific, critical deadlines.
- Mentored and developed new hire and regular teams of 13-20 direct reports from bottom 25% performance to top 25% performance in a network of approximately 2000 global employees.
- Facilitated a transition in the department from unplanned breaks and lunches in a call center environment to planned Work Force Management. As a result, there was quarter over quarter improvement in availability and collection contacts.

##### **Operations**

- Reduced travel expenses by 15% by using in-house internet technology.
- Eliminated costly downtime by adjusting schedules to support critical business staffing needs.
- Prioritized shoots to maximize production hours and saved \$1350 in daily production cost.
- Cut expenses by 50% during a temporary assignment as a result of a staff promotion.
- Introduced a process improvement to streamline performance management and collaborated on a cross-functional team of 15 to launch the online performance tool across the network.
- Improved department productivity by sharing best practices and promoting inter-team competition which resulted in 60 second reduction in after call work and increased contacts.

##### **Customer Care**

- Achieved and maintained a 98% customer satisfaction rating via daily and weekly monitoring.
- Resolved customer complaints in order to deliver extraordinary service; ranked #1 of 11 teams.
- Interpreted and communicated operational reports. Awareness campaign resulted in improved quality, accuracy and schedule adherence at least 90% of the time.
- Consulted with customers to address complaints and ensure extraordinary customer care saving around \$17k annually.

**PROFESSIONAL EXPERIENCE**

CITY OF LAUDERDALE LAKES, Lauderdale Lakes, FL	2017-2018
<b>Commission Aide</b>	
THE LICK FILM, LLC, Miami, FL	2015-2016
<b>Manager</b>	
DH INVESTMENT HOMES, LLC, Lauderhill, FL	2014-2016
<b>Investor</b>	
AMERICAN EXPRESS (AMEX), Plantation, FL	1995-2014
<b>Credit High Balance Team Leader</b> , Plantation, FL (2012-2014)	
<b>Credit Currents Team Leader</b> , Plantation, FL (2009-2012)	
<b>Credit Returned Checks Team Leader</b> , Plantation, FL (2006-2009)	
<b>Credit High Value Cardmember Team Leader</b> , Plantation, FL (2004-2006)	
<b>Platinum Telephone Service Center (TSC) Team Leader</b> , Plantation, FL (2000-2004)	
<b>Platinum TSC Acting Team Leader</b> , Plantation, FL (1999-2000)	
<b>On-the-Job Training (OJT) Facilitator</b> , Plantation, FL (1998-1999)	
<b>Platinum TSC Customer Care Professional (CCP)</b> , Plantation, FL (1995-1998)	

**EDUCATION**

Bethune-Cookman University, Daytona Beach, FL  
Bachelor of Science: Major in Business Administration/Management  
- Magna cum Laude with honors