



CONTINUING EDUCATION HOURS Request Form

Please Print Clearly

- Instructions:
1. Fill out the form in its entirety for a *proposed* course or one already taken.
 2. **Attach a course agenda, outline and/or course description.**
 3. Attach copies of certificates, sign in sheets or other proof of attendance, if applicable.
 4. Send the completed form and attachments to:

Susan Pruchnicki
 Florida Institute of Government at UCF Phone 407-235-3960
 36 West Pine Street, #204 Fax 407-317-7750
 Orlando, FL 32801

Chapter Name: **GOLD COAST ASSOCIATION OF CODE ENFORCEMENT**

If applicable

Name & Title: **PAT UBER- PRESIDENT**

Of person submitting request

Address: **9551 W.SAMPLE RD, CORAL SPRINGS, FL 33065**

Of person submitting request (Street / City / State / Zip)

Phone #'s: **954-344-5955 OR CELL 954-448-2474, FAX-954-344-5927**

Of person submitting request (Both Work and Fax number)

Course Title: **FPL- FLORIDA/POWER/LIGHT**

Course Date(s) **May 24, 2012**

Course Location: **Lauderdale Lakes**

Course Length (# **1.5hours**)

Course Instructor :**Isabel C.Hebert- Project Management/Community outreach/Account Mngt.**

Briefly explain how the course is related to your job and/or the code enforcement profession:

Will be discussing: Safety, Hurricane preparedness, Difference in energy for FPL boxes, underground line placement for the future, Graffiti.

ISABEL C. HEBERT
4029 Turquoise Trail
Weston, FL 33331

(305) 582-5246 (Cell)

ihebert@bellsouth.net

(954) 349-0180 (Home)

PROJECT MANAGEMENT / COMMUNITY OUTREACH / ACCOUNT MANAGEMENT

I have over 26 years of project management experience, communication expertise, analytical background, technical training and customer service experience that gives me an extensive knowledge base in any business environment. I am an energetic, organized, self-motivated individual who is able to manage multiple details while focusing on the overall picture. I have excellent communication skills and the ability to interact easily with all levels of management.

EXPERIENCE

Florida Power & Light
External Affairs Manager

1985 – Present
Miami, FL

I have excelled in many different areas and held many positions at FPL. In my current position, I am responsible for developing and enhancing the relationship with fourteen cities in Broward County. I manage working relationships with elected officials, community leaders, and internal business units to support corporate objectives while preventing added costs or delays. Other positions I have held and accomplishments include:

- **Executive Accounts Manager** - Responsible for developing and enhancing relationships with large commercial customers. Included financial analysis of rate structure, consulting on energy management, coordinating electric service needs, customer service issues and promoting public relations. Assigned customers included the University of Miami and the Dade County Public Schools.
- **College Recruiting Manager** – Developed relationships with top engineering colleges and coordinated recruiting events for all business units. Enhanced hiring process for interns and college graduates. Organized new hire conferences including executive visits.
- **Manager, Supplier Diversity** - Served as a liaison between FPL Business Units and Small, Disadvantaged and Women-owned business providers, to promote mutually beneficial opportunities. Identified qualified businesses via conferences, trade shows, and business development agencies. Maintained Federal Government reporting requirements.
- **Distribution Supervisor** - Coordinated efforts to support systems, training and operational reporting at service centers. Administered resolution of exception reports with Accounting and Customer Service.
- **Distribution Designer** - Responsible for coordinating activities necessary to provide electric service to new residential and commercial customers. This included analyzing the load requirements, designing new electrical services and managing the timely completion of the projects.

EDUCATION/CERTIFICATIONS

- B.S. in Business Administration, University of Florida
- Masters in Business Administration, University of Miami
- Master of Science in Industrial Engineering, University of Miami
- Certified Energy Manager

TEACHING EXPERIENCE

- Adjunct Professor, Miami Dade College, College of Engineering 2006 – 2010
- Adjunct Professor, DeVry University, College of Business 2007- present
- Adult Literacy Tutor 2009-present

COMMUNITY INVOLVEMENT

- United Way of Broward, co-chaired FPL Broward campaign 2004, 2005
- Junior Achievement Board of Directors, (2005 – present)
- Rotary Club of Weston, (2000 – present)

ADDITIONAL COMPETENCIES

- Computer literate; Bilingual (English, Spanish)