

Hello my name is Michael Horne and I am very interested in employment within your respected organization. At your convenience, please review my qualifications as I feel I can be a very valuable asset to your respected and reputable organization. I work efficiently in fast paced environments, effectively manage time and prioritize projects. I have and possess incredibly strong administrative duties and experience. I am trustworthy, dependable, truly kind, honest, loyal and a passionate worker. I have ten years of specialized administrative work and customer service experience as a result of being employed by The Miami Beach Chamber of Commerce for 10 years.

**Michael Stefan Horne**

**5425 Garfield Avenue, #98 / Sacramento, CA 95841-2848**

**Cell: 916-544-3269, Alternate # 916-501-7536 , Email: mifluff@gmail.com**

***I am available to start open positions available anytime, at a moments notice and can work 7 days a week including all holidays.***

### **Education**

**American Senior High School - High School Diploma - 1997**

**Broward Community College - AS Degree Hospitality Management - 2000**

**Everest Institute - Patient Care Technician Degree - 2013**

### **Objective**

**My objective is to obtain a position within your respected organization that enables me to utilize my vast list of work experience and my strong customer service qualifications for your distinguished clientele.**

### **Work Experience**

**Walmart Super Store #1881, Antelope, CA**

**02/2019 to 09/2019**

**Cart Pusher and Janitor, employee of the month**

**North Ridge Country Club - Sacramento, CA**

**09/2018 to 02/2019**

**Dining Room Server Assistant, assisting kitchen manager and staff with many tasks including setting and resetting tables, personally attending to the needs of extremely high end clientele. Learned to set up all types of ballroom events, parties and groups. Expertly serving food and drinks, balancing up to 60 pounds on my shoulder**

**Golden Pond Assisted Living - Sacramento, CA**

**07/2018 to 09/2018**

**Full time housekeeper deep cleaning common areas and resident apartments according to strict standards of cleanliness set forth by management and OSHA**

**Granite Bay Residential Boarding Care - Granite Bay, CA**

**06/2018 to 07/2018**

**Personal caregiver to six residents, duties consisted of deep cleaning entire property, preparing meals, doing laundry, assisting with toileting, dressing, changing and transporting**

**American River Residential Boarding Care - Folsom, CA**

**05/2018 to 06/2018**

**Personal caregiver to seven residents , duties consisted of deep cleaning entire property, doing laundry, assisting with toileting, dressing, changing and transporting**

**The Isaac House - Rocklin, CA**

**06/2017 to 01/2018**

Personal care giver for a four resident boarding care home, duties consisted of preparing three nutritious meals, clean, sanitize, organize, do laundry, assisting with toileting, dressing, showering

**Eskaton Village - Roseville, CA**

**06/2016 to 01/2017**

Caring and handling all aspects of senior and dementia care from bathing, dressing, in this Assisted Living Facility including ambulating, transporting, laundry, toileting, etc...

**Miami Beach Chamber of Commerce Visitor's Center - Miami Beach, FL 09/2001 To 05/2011**

Publically speaking in front of groups of 100 or more people for large conventions, networking function events and large fundraiser's sponsored by the Miami Beach Chamber of Commerce, ten years of grant writing experience and obtaining grant funding for The Miami Beach Visitor Center obtaining critical funding in order for necessary daily operations for the Visitor Center, Performing high end employee and customer relations and personally working side by side with Elected City and State Officials as well as elected Pillar members and Board of Governors elected from the Miami Beach Chamber of Commerce in accordance of Miami Beach Chamber of Commerce policy and procedures; co-managing a full service Visitor Center with over 100,000 documented walk-ins from tourists, VIP's, elected officials, and constituents from all over the world; assisting Director of Visitor Services with a large myriad and variety of administrative tasks; professionally organizing and facilitating of the Visitor Center and also The Miami Beach Chamber of Commerce; opening and closing of the Visitor and securing of property and money.

**Internship Experience -Jackson Memorial Hospital -**

**Miami, Florida 08/2013 To 11/2013**

200 Hours of Clinical Internship - Mrs. Gelin - Clinical Internship Director

Departments Worked: Telemetry Unit & Emergency Room

Skills Mastered are as followed: partial and complete bed baths, making occupied and unoccupied beds, serving and feeding patients, performing Electrocardiography, performing blood sugar and glucose testing, assisting in taking vitals including blood pressure, pulse rate, temperature and respiration, knowledge of applying personal protective equipment, repositioning patients and assisting Patient Care Technicians and Registered Nurses with wound care and various medical tests as ordered, dressing and ambulating patients and assisting with oral and denture care, etc...

**Medical Certifications**

Assisting With Medications, Alzheimer's Care, Health Insurance Portability Act, CPR, First Aid, Home Health Aide, Domestic Violence, Occupational Safety & Health Act, California Food Handlers License

**Insignificant Work Experience**

**Texas Roadhouse - Citrus Heights, CA 03/2016 to 06/2016**

Rolling silverware place settings, assisting dishwasher as needed, various closing duties

**Publix Supermarket - Aventura, FL 06/2015 to 11/2015**

Deep cleaning entire bakery department, dishwasher, prepping and packaging baked goods, greeting and serving customers, using POS system to ring up orders

### Cover Letter

My name is Michael Horne, I am 38 years old and a graduate of Broward Community College with an associate of science degree in Hospitality Management. I am also a graduate of Everest Institute in Miami and received a degree as a Patient Care Technician. I would like a position within your reputable company that enables me to utilize my strong customer service qualifications with my unique pro active approach on delivering exceptional quality customer service to your respected and distinguished clientele. My solid background as a Visitor Information Specialist for the Miami Beach Chamber of Commerce Visitor Center are strong but surely not limited to employee and customer relations, possessing excellent verbal and communication skills, personally speaking in front of large groups on a regular basis and have significant fundraising and grant writing experience, personally handling all aspects of organizing networking functions for ten years.

Being the representative of a company especially working for the Miami Beach Chamber of Commerce, I had to wear many hats achieving immediate and long term goals according to the needs of the client and management. I am prepared and extremely confident that I will indeed achieve your goals and standards that you set in place. My background in managing, facilitating and coordinating a visitor center with over 100,000 documented walk ins a year is a challenge that energized me and I mastered. I feel I can be a very valuable asset to your organization. I work efficiently in fast paced environments, effectively manage time and prioritize projects. I have and possess incredibly strong administrative duties and experience.

I am trustworthy, dependable, truly kind, honest, loyal and a passionate worker. I have ten years of specialized administrative work and customer service experience as a result of being employed by The Miami Beach Chamber of Commerce. I take extreme pride and exercise great detail in my work assignments and strive to be the very best at all times. I am a team leader, work well in groups or by myself as necessary. I am a self starter and extremely passionate and motivated to make a difference in the lives of others, especially people in need. I believe that my winning combination of energy, integrity, enthusiasm, professionalism, training and personal commitment to providing exceptional quality customer service will add value to your team of exceptional employees representing your respected company.

Hospitality Management and Visitor Information mark my background and I welcome the opportunity to introduce my qualifications to you. Please contact me to set a meeting at your convenience so we may discuss how I might best serve your respected organization. I have a positive attitude, I smile a lot and have a laid back and relaxed personality. I am confident in my abilities, have a positive work ethic and am ready to prove it to you. Thank you so much for your time and consideration in this matter. Have a great day and I look forward to hearing from you soon.

Sincerely,

Michael Stefan Horne

Michael Stefan Horne

**Support Character Names & Telephone Numbers**

<b><i>Name</i></b>	<b><i>Relationship</i></b>	<b><i>Phone Number</i></b>
Steve Sarine	Administrator - Golden Pond	916-508-0543
Cathy Fisher	Boss At The Isaac House	916-521-5565
Daniel Costea	Boss At Granite Bay Assisted	916-768-4447
Tina Alcantra	Boss At American River Residential	916-320-4908
Dona Zemo	Boss At Miami Beach Chamber	305-608-7774
Donna Ashby	Best Friend of 25 years	305-409-6787
Luz DeGuzman	Worked With & Excellent Friends	916-580-9864
Janet Rosenberg	Worked With & Excellent Friends	650-218-0766
Venisha Davis	Worked With & Excellent Friends	916-873-3508
Cindy Lewis	Excellent Friend	916-519-4007
Sitisha McDonald	Worked With & Excellent Friends	916-896-9599



MIAMI BEACH CONVENTION CENTER - HALL C 1901 CONVENTION CENTER DRIVE / 786.276.2763

December 15, 2012

To Whom It May Concern,

I have known and worked with Michael Horne for over ten years. Michael is a team player who always goes that extra mile in ensuring that whatever job that needs to be done is done right and on time.

He works efficiently in fast paced environments, has exceptional customer service skills, knows how to prioritize projects and has a great abundance of positive energy.

Mr. Horne is a team player; during his years working with us, he not only worked in a positive manner with staff but his energetic manner was extended to our daily guests as well!

Thank you for your consideration,

*Dona Zemo*

Dona Zemo  
Director Miami Beach Visitors Center

May 24, 2013

To Whom It May Concern:

This letter is to attest to Michael Horne's character and passionate work ethic. I've collaborated with Mr. Horne for many years while he was employed at the Miami Beach Visitor Center/Miami Beach Chamber of Commerce. Michael is well respected, puts all his energy into his endeavors and works harmoniously with his colleagues. He genuinely cares about any task he undertakes and exemplifies good moral fiber and always strived to provide excellent customer services.

Michael is a team player and demonstrates dedication, professionalism and integrity. I feel he will be a valuable asset to future employers.

Sincerely,



Esther Molina  
Boutique/Lifestyle Hotels & Promotions Manager  
Greater Miami Convention and Visitors Bureau  
701 Brickell Avenue  
Suite 2700  
Miami, FL 33131  
305-539-3088  
esther@gmcbv.com



**MIAMI BEACH**  
CHAMBER OF COMMERCE

June 3, 2013

To whom it may concern:

I have known Michael Horne for over ten years. Michael is a team player and always goes the extra mile in ensuring that whatever job that needed to be done is done right and done right the first time.

His exceptional customer service skills and standards are second to none. He works efficiently in fast paced environments, effectively manages time and prioritizes projects. His winning combination of energy, enthusiasm, professionalism, training and personal commitment to providing exceptional quality customer service will add value to your team. Being the representative of the Miami Beach Visitor Center at the Miami Beach Chamber of Commerce, Michael wore many different hats achieving immediate and long term goals according to the needs of the Miami Beach Chamber of Commerce.

Michael is prepared and extremely confident that he will indeed achieve your goals and standards that you set in place. He has an exceptional background in managing, facilitating, and coordinating a Visitor Center with over 100,000 documented walk-ins a year. He has a positive work ethic and is extremely reputable.

Should you have any questions regarding Michael's work with the Chamber, please do not hesitate to contact me directly.

Warmest Regards,

Ana Cecilia Velasco  
Executive Vice President & COO

**2012-2013**

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