

The logo features the letters 'HR' in a large, bold, black sans-serif font. Below 'HR', the word 'nola' is written in a blue, cursive script font. The background is a light gray map of New Orleans, showing the Mississippi River and the city's street grid.

HR nola

One Source For All of Your HR Needs

Project Proposal

RFP - Compensation Services

Client

**Jefferson Parish Purchasing
Department**

Jefferson Parish Purchasing Department
General Government Building
200 Derbigny Street, Suite 4400
Gretna, LA 70053
Buyer Name: Melissa Ovalle

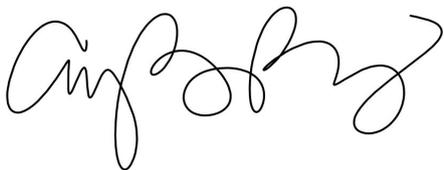
Not yet submitted

Dear Melissa,

Please accept this response submission for the Jefferson Parish RFP SOQ No. 22-025 . We look forward to participating in the process. Thank you for your consideration.

We like to say, We love HR so you don't have to!

Sincerely,



Amy Bakay, SHRM-SCP

CEO, HR Nola

Adjunct Faculty, Tulane Law School

Table of Contents

COVER LETTER, P1

TABLE OF CONTENTS, P2

ABOUT HR NOLA, P3

OUR SERVICES, P4

PROPOSED FEES, P7

OUR ENTIRE TEAM, P9

WORK SAMPLE, P10

CLIENT REVIEWS, P11

GENERAL PROFESSIONAL SERVICES QUESTIONNAIRE, P13

INSURANCE DOCUMENTS, P28

PROJECT TEAM, P32



About HR Nola



HR NOLA is a woman-owned, small business offering a full suite of Human Resources services. In business since 2017, our passionate and dedicated team of Human Resource practitioners focus on helping small and medium sized organizations with all of their HR needs so they can continue to grow their business. Our customized, affordable solutions cover the full employee life cycle - from hire to retire.

Jefferson Parish RFP SOQ 22-025

Not yet submitted

Jefferson Parish Purchasing Department

General Government Building

200 Derbigny Street, Suite 4400

Gretna, LA 70053

Attn: Melissa Ovalle

Dear Ms. Ovalle

Please accept this response submission for the Comprehensive Wage and Salary Plan Studies for Jefferson Parish (SOQ No. 22-025). We look forward to participating in the process.

Overview:

HR NOLA is a woman-owned, small business offering a full suite of Human Resources services. In business since 2017, our passionate and dedicated team of Human Resource practitioners focus on helping small and medium sized organizations with all their HR needs so they can continue to grow their business.

Our Mission is to provide customized, affordable HR solutions to cover the full employee life cycle - from hire to retire. Our current team consists of four experienced Human Resources Business Partners, a Director of HR Operations, an Office Administrator and the CEO/Founder. We have utilized the services of an independent certified Trainer and other HR contract labor as needed to support additional business. We are a hybrid workforce headquartered in the Lakeview area of New Orleans, with a satellite office in San Antonio, Texas.

Our Vision at HR NOLA is to be the leading provider of outsourced Human Resources and People solutions for small businesses in the Southeast & Northeast United States by providing access to professional and experienced HR consultants at a fair price, ensuring compliance through monthly retained services or project-based services, including organizational development, employee surveys, recruiting services, employee trainings, policy work and wage assessments.

Our Purpose is to partner with our clients to help maximize employee value by optimizing talent, building an engaging employee experience, ensuring robust employee development and managing HR policies, procedures and compliance.

Since our inception in 2017 we have supported hundreds of small businesses throughout the South and Northeast United States. In 2021, our company serviced 72 small businesses in the private and public sector, both for-profit and nonprofits, with regular and project-based HR support. Fifty-seven of those businesses were based in Louisiana. Our client's industries consist of Corrections, Municipality, Healthcare, Hospitality, Manufacturing, Restaurants, Music Venues, Elementary & Secondary Education, Higher Education Foundations, Fitness, Construction, Architecture, Business Incubators and Museums.

The Project Team for RFP 22-2025 will be led by our Director of HR Operations, Mr. Jacob Dufour, SHRM-SCP, IPMA-SCP. Assisting on the project will be our Founder & CEO Mrs. Amy Bakay, SHRM-SCP, Belinda Dantin, SHRM-SCP, Human Resources Business Partner and our team of talented HR Generalists: Nicholas McDonald and Danielle Duvigneaud.

Our Approach:

1. HR Nola identifies positions to include in the database and creates benchmark job descriptions that summarize the key aspects of each position.
2. In addition to using our own data, HR Nola identifies and purchases the most current compensation surveys covering the targeted jobs. All of the surveys are published by reputable compensation data firms and HR Nola makes sure each adheres to the standards set by WorldatWork.
3. HR Nola's compensation team matches job descriptions to the most comparable jobs (if any) from each available data source. Each job must be matched to multiple survey sources to be published in the HR Nola database.
4. Our compensation team creates a composite view for each job and recruiting market, then adjust the data for any inherent biases in the source data.
5. HR Nola's compensation team periodically validates the database by comparing the figures with relevant labor market indicators.
6. HR Nola uses the most relevant data to capture the 25th, 50th and 75th percentiles of proposed pay grades, and plots those progressions within the salary bands.
7. Based on that information, HR Nola will make recommendations to the starting pay and pay grades for each job classification and evaluate the impact for existing positions in comparable job classes.
8. HR Nola will recommend incentive pay structures and performance review best practices.

Finally, HR Nola will recommend strategies and priorities for implementation, promotion and demotion for temporary and permanent positions, and ongoing internal administration and maintenance going forward.

Our Difference:

HR Nola has quickly become a local leader in the outsourced Human Resources Consulting firm market for Southeast Louisiana. With most of our new business referrals coming from existing clients, we pride ourselves on superior service and expert HR knowledge. Our ability to provide customized HR solutions to small businesses, both offsite and in-person sets us apart from other firms. Our diverse practitioners have prior hands-on experience and education in the field of HR and most hold certifications through the Society of Human Resources Management. We are well known for our ability to focus both on Compliance and Culture, with the resources to support companies in all phases of growth.

Resources and Tools:

HR Nola utilizes various platforms to accomplish thorough compensation analysis. Our primary resource for current, competitive compensation data is provided by CompAnalyst, a subscription-based software platform in which HR Nola invests annually. CompAnalyst delivers faster decision making, and new insights into pay practices.

This tool allows our team to explore new intersections between market, company, and employee data with enhanced data integrations. With powerful tools and streamlined workflows, we can price jobs quickly and access the information we need to get pay right. With CompAnalyst Market Data we have access to the largest and most reliable HR-reported compensation data set. Market price hot jobs, industry-specific positions, and even combine jobs to map to a business's specific needs, drastically reducing data gaps. With over 16,000+ job titles and data sets, CompAnalyst gives us the insights we need to easily balance internal pay equity and external competitiveness.

As with other benchmarks, we utilize available compensation data provided by the Bureau of Labor Statistics and local / regional competitive municipality, city and government personnel data. The BLS provides reliable metro, state and national wage data for over 800 occupations in 400 industries.

HR Nola Proposed Fees:

SOQ No. 22–025 Comprehensive Wage and Salary Pay Plan Studies

- Our project rate is \$150 x 3.5 hours (\$525) per position evaluated for compensation analysis
 1. **Classified (approximately 525 positions) \$275,625**
 2. **Executive (approximately 75 positions) \$39,375**
 3. **Judicial (approximately 75 positions) \$39,375**
 4. **East Bank Consolidated Fire Department (approximately 25 positions) \$13,125**
- Client is responsible for HR Nola personnel travel reimbursements from New Orleans to Jefferson Parish offices if in-person work is required. Virtual meetings to present findings via Zoom optimal. Mileage will be reimbursed per IRS levels.
- Any on-site meetings with client / staff are billed as additional time at \$175 per hour.
- Any additional HR services performed will be billed at \$175 per hour.

Scope of work to include a review of the organization's current compensation plan(s) to include:

1. Develop a plan to ensure designated elected officials, management, and employees are informed and involved throughout the study.
2. Review existing pay plans with **approximately 700 positions**:
 - **Classified** (approximately 525 positions)
 - **Executive** (approximately 75 positions)
 - **Judicial** (approximately 75 positions), and
 - **East Bank Consolidated Fire Department** (approximately 25 positions)
3. Conduct a comprehensive salary survey to include all relevant benchmarked positions collecting data from representative and competitive pay sources from appropriate labor markets.
4. Develop a pay plan that has external competitiveness and internal equity with proper regard for consistent and fair treatment for all employees.

5. Completed pay plan recommendations will meet all federal and state labor laws including the Fair Labor Standards Act, minimum wage provision, and other pertinent regulations such as American with Disabilities Act Amendments Act and the Affordable Care Act.
6. Develop an implementation plan that is fair, equitable, and within the financial resources of Jefferson Parish.
7. Provide written recommendations resulting from the studies and include best practices and options as well as a detailed cost analysis for any recommendations.
8. Provide implementation assistance for the proposed compensation plan which includes implementation options and the fiscal impact of these options along with follow-up assistance.
9. Make a presentation of findings and recommendations as appropriate to the study.

Our Team



Amy Bakay
Founder/CEO
SHRM-SCP



Jacob Dufour
Director of HR Operations
SHRM-SCP



Lisa Blanchard
HR Generalist



Michelle Breath
Training Solutions



Shelley Reed
Business Manager



Belinda Dantin
HR Business Partner
SHRM-SCP



Chris Freeman
HR Consultant
SHRM-SCP



Danielle Duvigneaud
HR Generalist



Serina Nguyen
HR Generalist



Nicholas McDonald
HR Generalist



Jey Biggs
HR Generalist



Company Position Title	Pay Range			Employee	Current Annual Salary	Compa Ratio
	25th	50th	75th			
President	\$ 146,263.33	\$ 213,720.00	\$ 299,276.67	Name	\$ 50,000.00	0.23
Controller	\$ 97,636.67	\$ 129,363.33	\$ 169,960.00	Name	\$ 71,250.00	0.55
VP, Operations	\$ 115,820.00	\$ 155,457.67	\$ 213,443.33	Name	\$ 255,756.00	1.65
General Manager	\$ 88,483.33	\$ 123,461.00	\$ 168,376.67	Name	\$ 210,756.00	1.71
Inventory Manager	\$ 43,243.33	\$ 54,830.00	\$ 69,086.67	Name	\$ 71,250.00	1.30
Sales Team Lead	\$ 61,586.67	\$ 85,334.00	\$ 116,443.33	Name		
Sales Representative	\$ 40,056.67	\$ 55,610.00	\$ 74,576.67	Name	\$ 58,200.00	1.05
					\$ 64,500.00	1.16
					\$ 50,300.00	0.90
Warehouse Supervisor	\$ 41,090.00	\$ 54,558.00	\$ 68,100.00	Name		
Drivers	\$ 26,676.67	\$ 34,576.67	\$ 47,066.67	Name	\$ 27,640.00	0.80
					\$ 29,870.00	0.86
					\$ 34,920.00	1.01
Warehousemen	\$ 25,560.00	\$ 30,293.33	\$ 37,636.67	Name	\$ 27,040.00	0.89
				Name	\$ 24,420.00	0.81
				Name	\$ 27,540.00	0.91

Benchmarking Work Product *Sample*

Job Title	Median Salary	Incentive Pay	
		Average Bonus	LTI
Chairman	\$ 124,482.50	0%	0%
President/CEO	\$ 251,280.00	60%	79%
Chief Operations Officer	\$ 218,900.00	43%	70%
Counsel/BD	\$ 132,880.00	18%	33%
Program Management Executive	\$ 165,500.00	22%	57%
Project Director	\$ 115,225.00	11%	33%
VP of Claims	\$ 113,400.00	12%	15%
Mgr. Const. Mgmt.	\$ 108,980.00	11%	17%
Corp. Office Director	\$ 104,920.00	13%	21%
Human Resources	\$ 104,960.00	12%	14%
AP/Payroll/GL	\$ 48,890.00	5%	0%

Hear What Our Clients Have To Say...

Will Donaldson, Co-Founder & CEO, St. Roch Market

"My experience in working with HR NOLA was very much a positive one. Their professionalism and candor during the HR Audit was refreshing and I would welcome the opportunity to work with them again."

Rick Gratia, Co-Owner, Muriel's Jackson Square

"I wanted to express my appreciation. The staff at HR NOLA is extremely knowledgeable and experienced in all aspects of Human Resource management and compliance. We are comfortable knowing they truly are a partner and care about the success and longevity of our business. May you continue to grow your company and help small businesses grow, in compliance, of course."

Logan Landry, CEO, Sigora Solar

"When we found our company rapidly expanding in the Summer of 2017, we began to scramble for answers to questions and issues that arise with a growing workforce. Luckily, we found our solution and a wealth of knowledge and resources from Amy Bakay and the entire HR NOLA team. The support they continue to provide has allowed for us to implement essential human resource functions including harassment trainings, an annual review process, and a full compensation analysis to best support and mentor our employees professionally. The ability to have HR Nola as a sounding board in which we are confident, has allowed us to focus our limited resources on developing a positive work environment and stay on the right side of the law. We are grateful to be able to partner with such a knowledgeable consultant who is always available when we need them."



Kris Khalil, Managing Director, New Orleans BioInnovation Center

"HR Nola has been an incredible partner for NOBIC over the years. I highly recommend them for anyone in the community who has needs for HR services and support."

HR Nola Client References

Timothy Hemphill
Vice President, CPA, CFO, LSU Health &
Science Foundation
Higher Education Foundation, Fitness Center
themphill@lsuhealthfoundation.org

Andrea Chen
CEO / Executive Director, Propeller
Social Incubator, Co-Working Space
achen@gopropeller.org

Charlotte Cunliffe
President / CEO, Children's Bureau of New
Orleans
Children and Family Services
ccunliffe@childrensbureaunola.org

Kris Khalil
President – New Orleans BioInnovation Center
BioTechnology, Incubator
Kkhalil@neworleansbio.com

James Zanewicz
Chief Business Officer, Tulane University
Education
zanewicz@tulane.edu

Anne Teague Landis
President, Landis Construction Co
Construction
atlandis@landisllc.com

John Feduccia
General Counsel – Florida Parishes Juvenile Justice District
Criminal Justice
Johnfeduccia@gmail.com

Joseph Dominick
Executive Director – Florida Parishes Juvenile Detention
Center
Corrections Facilities
Jdominick@fpjdc.org

Peter Rounce
VP of Corporate Development, Politan Row / Saint Roch
Market
Food and Beverage
peter@politanrow.com

Paul DeMaria
Executive VP, United States Maritime Alliance
Maritime Management
Fpauldemaria@gmail.com

Monica Manzella
Sr VP, Legal and Compliance, Ready Responders
Healthcare
mmanzella@readyresponders.com

General Professional Services Questionnaire Instructions

- The General Professional Services Questionnaire shall be used for all professional services except outside legal services and architecture, engineering, or survey projects.
- **The General Professional Services Questionnaire should be completely filled out. Complete and attach ALL sections. Insert “N/A” or “None” if a section does not apply or if there is no information to provide.**
- Questionnaire must be signed by an authorized representative of the Firm. Failure to sign the questionnaire shall result in disqualification of proposer pursuant to J.P. Code of Ordinances Sec. 2-928.
- All subcontractors must be listed in the appropriate section of the Questionnaire. Each subcontractor must provide a complete copy of the General Professional Services Questionnaire, applicable licenses, and any other information required by the advertisement. Failure to provide the subcontractors' complete questionnaire(s), applicable licenses, and any other information required by the advertisement shall result in disqualification of proposer pursuant to J.P. Code of Ordinances Sec. 2-928.
- If additional pages are needed, attach them to the questionnaire and include all applicable information that is required by the questionnaire.

General Professional Services Questionnaire

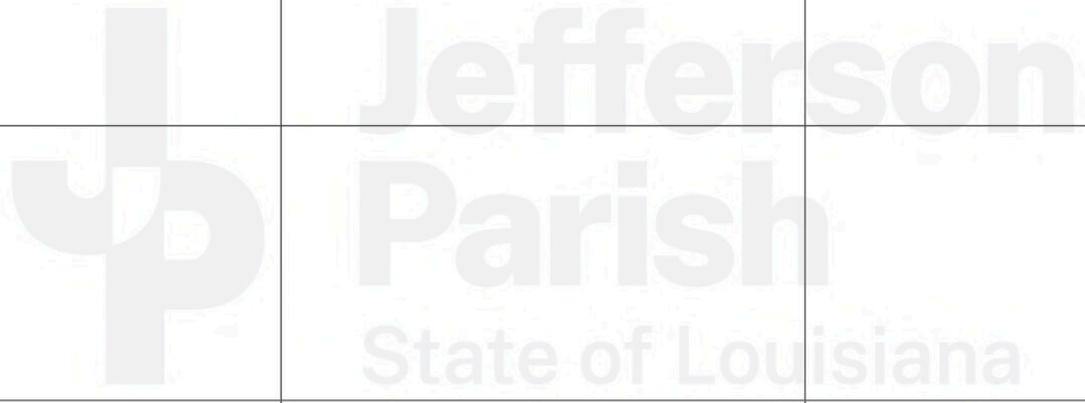
<p>A. Project Name and Advertisement Resolution Number: Comprehensive Wage and Salary Pay Plan Studies SOQ No. 22-025</p>
<p>B. Firm Name & Address: HR Nola, LLC 318 Harrison Avenue, Ste 101 New Orleans LA 70124</p>
<p>C. Name, title, & contact information of Firm Representative, as defined in Section 2-926 of the Jefferson Parish Code of Ordinances, with at least five (5) years of experience in the applicable field required for this Project: Amy B. Bakay, SHRM-SCP, CEO HR NOLA, LLC 504.799.9197 amybakay@hrnola.com</p>
<p>D. Address of principal office where Project work will be performed: HR Nola, LLC 318 Harrison Avenue New Orleans, LA 70124</p>
<p>E. Is this submittal by a JOINT-VENTURE? Please check: YES <input type="checkbox"/> NO <input checked="" type="checkbox"/></p> <p>If marked "No" skip to Section H. If marked "Yes" complete Sections F-G.</p>
<p>F. If submittal is by JOINT-VENTURE, list the firms participating and outline specific areas of responsibility (including administrative, technical, and financial) for each firm. Please attach additional pages if necessary.</p> <p>1.</p> <p>2.</p>

General Professional Services Questionnaire

G. Has this JOINT-VENTURE previously worked together? Please check: YES NO

H. List all subcontractors anticipated for this Project. Please note that all subcontractors must submit a fully completed copy of this questionnaire, applicable licenses, and any other information required by the advertisement. See Jefferson Parish Code of Ordinances, Sec. 2-928(a)(3). Please attach additional pages if necessary.

Name & Address:	Specialty:	Worked with Firm Before (Yes or No):
1. N/A		
2.		
3.		
4.		
5.		



General Professional Services Questionnaire

I. Please specify the total number of support personnel that may assist in the completion of this Project:
5

J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates the employment history and experience of the Firm's professionals that may assist in the completion of this Project (i.e. resume). Please attach additional pages if necessary.

PROFESSIONAL NO. 1

Name & Title:

Amy Bakay, SHRM-SCP, CEO

Name of Firm with which associated:

HR Nola, LLC

Description of job responsibilities:

Founder and Chief Executive Officer of HR Nola. Responsible for day to day leadership, business development and Human Resources Consultant.

Years' experience with this Firm:

Five years experience with HR Nola, Twenty Five years experience within the HR field.

Education: Degree(s)/Year/Specialization:

25 year career in various HR leadership roles.
 Bachelor of Science, Minor in Human Resources from Mississippi College School of Business.
 Senior Certified Professional from the Society of Human Resources Management,
 Adjunct Professor for the Master of Jurisprudence in Labor and Employment Law from Tulane University Law School.

Other experience and qualifications relevant to the proposed Project:

Ms. Bakay started HR Nola in 2017 after a 20- year career in various HR leadership roles. Ms. Bakay's experience in organizational wage assessments dates back to 1997 when she began her career in Human Resources. Whether for internal organizations or as a consultant, Ms. Bakay has vast experience leading and managing all aspects of total rewards. In the year 2020, stand-alone Compensation service projects comprised 15% of our service portfolio. With a combined experience of forty-years in the Human Resources field, all five project team members are well versed and equipped

General Professional Services Questionnaire

PROFESSIONAL NO. 2

Name & Title:

Jacob Dufour, Director of Human Resources Operations

Name of Firm with which associated:

HR Nola, LLC

Description of job responsibilities:

Manages our growing HR consulting team and helps design and drive our people programs, processes, systems, and tools to ensure scalability and efficiency. Assists with business development and growth strategy. Manages day to day HR functions for all stages of employee life cycle. Ensures client satisfaction with HR services.

Years' experience with this Firm:

Four years with HR Nola, 11 years experience within the HR field

Education: Degree(s)/Year/Specialization:

BA Business Administration in Human Resources Management, with a Minor in English, from the University of Mississippi
 Senior Certified Professional from the Society for Human Resources Management
 Senior Certified Professional from the International Public Management Association

Other experience and qualifications relevant to the proposed Project:

Mr. Dufour was employed in the Judiciary sector prior to joining HR Nola and had direct responsibility for establishing wage parameters and benchmarks for the New Orleans District Court System. As well, since joining HR Nola, he has consulted with Florida Parishes Juvenile Detention Center and completed a Compensation Analysis project for twenty seven unique positions within the Detention Center. Mr. Dufour has 11 years of experience working with municipal and state agencies, health plans and retirement systems as well as civil service and grant managed positions.

General Professional Services Questionnaire

PROFESSIONAL NO. 3

Name & Title:

Belinda Dantin, HR Business Partner II

Name of Firm with which associated:

HR Nola, LLC

Description of job responsibilities:

The HR Business Partner II (HRBP) is responsible for providing excellent human resources support to their designated clients and internal support to other HR NOLA Business Partners and leadership. This may include various internal projects as well as collaboration on client projects.

Years' experience with this Firm:

One year experience with HR Nola, over 20 years experience within the HR field

Education: Degree(s)/Year/Specialization:

BA Economics, Ramapo College of New Jersey
 Certified Professional from the Society for Human Resources Management

Other experience and qualifications relevant to the proposed Project:

Ms. Dantin has over 20 years of experience in human resources with a heavy focus on recruiting, employee engagement, compensation, succession planning, compliance and performance management. Her industry exposure is varied from legal to construction and renewable energy. Well versed in Federal and Louisiana State laws related to government employees.

General Professional Services Questionnaire

PROFESSIONAL NO. 4

Name & Title:

Nicholas McDonald, HR Generalist

Name of Firm with which associated:

HR Nola, LLC

Description of job responsibilities:

The HR Generalist (HRG) supports the HR NOLA team by undertaking responsibility for various complex and routine administrative, technical and professional HR functions to ensure positive employee relations and a safe work environment for the HR NOLA team and our clients. The HRG is responsible for ALL aspects of human resources work, including payroll, benefits, compensation, training, recruitment, employee relations, labor relations, organization development, change management, and personnel management.

Years' experience with this Firm:

Five months experience with HR Nola, over 1 year experience within the HR field

Education: Degree(s)/Year/Specialization:

BA Arts/Humanities University of Louisiana at Lafayette
Member of Society for Human Resource Management

Other experience and qualifications relevant to the proposed Project:

As an HR Generalist, Mr. McDonald is excited to help many businesses around the New Orleans area achieve their HR goals. Within his role he enjoys working with employees and peers on engagement, constructive counseling, training, compensation, onboarding, and showcasing benefits, to name a few. Experience with Federal and Louisiana State laws related to government employees.

General Professional Services Questionnaire

PROFESSIONAL NO. 5

Name & Title:

Danielle Duvigneaud, HR Generalist

Name of Firm with which associated:

HR Nola, LLC

Description of job responsibilities:

The HR Generalist (HRG) supports the HR NOLA team by undertaking responsibility for various complex and routine administrative, technical and professional HR functions to ensure positive employee relations and a safe work environment for the HR NOLA team and our clients. The HRG is responsible for ALL aspects of human resources work, including payroll, benefits, compensation, training, recruitment, employee relations, labor relations, organization development, change management, and personnel management.

Years' experience with this Firm:

Six months experience with HR Nola, over 7 years experience within the HR field

Education: Degree(s)/Year/Specialization:

BS Psychology, University of New Orleans
Member of Society for Human Resource Management

Other experience and qualifications relevant to the proposed Project:

Ms. Duvigneaud ensures that her clients receive the latest resources and practices in the industry including onboarding, compliance, government reporting, benefits/401K/ Leave of Absence administration, compensation, and HRIS management. With over 7 years of human resource experience in healthcare and oil and gas, her commitment is to delivering excellent customer service for all administrative needs. Experience with Federal and Louisiana State laws related to government employees.

General Professional Services Questionnaire

K. List all prior projects that best illustrate the Firm’s qualifications relevant to this Project. Please include any and all work performed for Jefferson Parish. Please attach additional pages if necessary.

PROJECT NO. 1

Project Name, Location and Owner’s contact information:

Description of Services Provided:

Compensation Services
 City of Hammond
 Jana Thurman Soileau, Purchasing Manager, City of Hammond
 thurman_je@hammond.org
 PO Box 2788, Hammond LA 70404

HR NOLA examined 102 unique positions at the City of Hammond, benchmarked salaries against market data, captured base pay ranges for each salaried positions at 25th, 50th and 75th percentiles, identified CompaRatios for each position, made recommendations for salary movement with ranges, identified red and green circled employees, provided suggestions for starting pay, promotions to higher pay ranges, demotions to lower pay ranges, assisted with defining company compensation philosophy and strategy, and provided a description of our sources and methodologies.

Length of Services Provided:

Cost of Services Provided:

5 Months

\$61,200

PROJECT NO. 2

Project Name, Location and Owner’s contact information:

Description of Services Provided:

Florida Parishes JDC
 Joseph Dominick Executive Director
 (985) 893-6292
 Jdominick@fpjdc.org
 28528 U.S. 190, Covington, LA 70433

HR NOLA examined 27 unique positions at the Florida Parishes Juvenile Detention Center, benchmarked salaries against market data, captured base pay ranges for each salaried positions at 25th, 50th and 75th percentiles, identified CompaRatios for each position, identified red and green circled employees, provided suggestions for starting pay, promotions to higher pay ranges, demotions to lower pay ranges and provided a description of our sources and methodologies.

Length of Services Provided:

Cost of Services Provided:

June, 2020-July, 2020

\$4,600

General Professional Services Questionnaire

PROJECT NO. 3	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Capitol Imaging Centers Tina Heirsch, Chief Financial Officer (504) 459-3212 Tina.heirsch@capitolimaging.com 4241 Veterans Blvd., Ste 200, Metairie, LA 70006	HR NOLA examined 90 positions at Capitol Imaging Centers over 6 different regions, benchmarked salaries against market data for each region, captured base pay ranges for each salaried positions at 25th, 50th and 75th percentiles, identified CompaRatios for each position, identified red and green circled employees, provided suggestions for starting pay, promotions to higher pay ranges, demotions to lower pay ranges and provided a description of our sources and methodologies.
Length of Services Provided:	Cost of Services Provided:
October, 2020-December, 2020	\$2,700

PROJECT NO. 4	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Hammerman & Gainer, Inc. Eric Wingerter (504) 214-8947 Ericw@hgi-global.com 2400 Veterans Memorial Blvd, Ste 510, Kenner, LA 70062	HR NOLA examined 12 positions at Hammerman & Gainer, Inc., benchmarked salaries against market data, captured base pay ranges for each salaried positions at 25th, 50th and 75th percentiles, identified CompaRatios for each position, identified red and green circled employees, provided suggestions for adjustments to starting pay, promotions to higher pay ranges, demotions to lower pay ranges and provided a description of our sources and methodologies.
Length of Services Provided:	Cost of Services Provided:
August, 2020	\$4,500

General Professional Services Questionnaire

PROJECT NO. 5

Project Name, Location and Owner's contact information:	Description of Services Provided:
Ready Responders Justin Dangel, CEO (504) 370-9966 jdangel@readyresponders.com 1320 Magazine St, Ste 203, New Orleans, LA 70130	HR NOLA examined 12 positions at Ready Responders, benchmarked salaries against market data, captured base pay ranges for each salaried positions at 25th, 50th and 75th percentiles, identified CompaRatios for each position, identified red and green circled employees, provided suggestions for adjustments to starting pay, promotions to higher pay ranges, demotions to lower pay ranges and provided a description of our sources and methodologies.
Length of Services Provided:	Cost of Services Provided:
October, 2019	\$3,450

PROJECT NO. 6

Project Name, Location and Owner's contact information:	Description of Services Provided:
Thomas Pump & Machinery James Thomas, CEO (985) 649-3000 Jamest@thomaspump.com 120 Industrial Drive, Slidell, LA 70460	HR NOLA examined 53 positions at Thomas Pump and Machinery, benchmarked salaries against market data, captured base pay ranges for each salaried positions at 25th, 50th and 75th percentiles, identified CompaRatios for each position, identified red and green circled employees, provided suggestions for adjustments to starting pay, promotions to higher pay ranges, demotions to lower pay ranges and provided a description of our sources and methodologies.
Length of Services Provided:	Cost of Services Provided:
February, 2019	

General Professional Services Questionnaire

PROJECT NO. 7	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Test Communications, LLC Darrin Wagner, CEO (985) 863-5510 Dwagner@testcomm.com 63254 Old Military Road, Pearl River, LA 70453	Compensation Services for all-staff; 50 employees including field technical staff and multi-state wage assessments.
Length of Services Provided:	Cost of Services Provided:
December, 2020	\$3,125

PROJECT NO. 8	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

PROJECT NO. 9	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 10	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

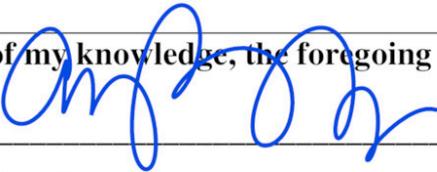
L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.

Parties:		Status/Result of Case:
Plaintiff:	Defendant:	
1. N/A		
2.		
3.		
4.		

M. Use this space to provide any additional information or description of resources supporting Firm's qualifications for the proposed project.

The team of HR professionals at HR Nola are well-versed in all aspects of Human Resources, including compliance and compensation. Our role in compensation is to ensure decision-makers understand how compensation and benefits affect the employee experience. We are qualified to help organizations explore the mechanics of compensation, including pay schedules, salary ranges and compensation strategies.

N. To the best of my knowledge, the foregoing is an accurate statement of facts.

Signature:  Print Name: Amy B. Bakay, SHRM-SCP
 Title: CEO / Founder Date: 05/25/22

Contact

amybakay@hrnola.com

www.linkedin.com/in/amybakay
(LinkedIn)

Top Skills

Employee Relations
Talent Management
Performance Management

Certifications

Certified DDI Learning Facilitator
SHRM - SCP
Certified Talent Optimizer
Preferred Partner
Certified Predictive Index Analyst

Honors-Awards

2018 Woman of the Year nomination
2018 Steel Magnolia

Publications

How Amy Bakay built an HR consulting business

<http://wilsymposium.com/2016-symposiums/2016-new-orleans/>

Modern Superheroes: The Everyday Business Woman Roundtable

Amy Bakay, SHRM-SCP

CEO & Founder HR NOLA (LA & TX); Tulane Law School Adjunct Faculty; Certified Talent Optimizer, HR Guru, Goldman Sachs 10KSB

New Orleans

Summary

Amy Bakay, SHRM-SCP, is a self-proclaimed “HR-Geek” and founder of HR NOLA, a New Orleans-based HR Consulting and Outsourcing firm with offices New Orleans & San Antonio. She started HR NOLA in 2017 after a 20-year career in various HR leadership roles. She identified a necessity in the small business market for tailored Human Resources solutions and retained HR services as the business grew.

Amy’s commitment to the HR profession called her to be an Adjunct Professor for the Master of Jurisprudence in Labor and Employment Law from Tulane University Law School, where she authored and instructs the course “Managing the Employee Life Cycle”. She is a Senior Certified Professional from the Society of Human Resources Management and holds a Bachelor of Science from Mississippi College School of Business.

Amy’s passion for HR extends to her volunteer work where she served on the Board of Directors and as President-Elect of NOLA SHRM in 2019, a local nonprofit with 600+ HR professional members. She is frequently engaged to speak on various panels for Women in Leadership and HR Compliance, and her latest honors include nomination for the 2018 Woman of the Year by New Orleans City Business, HR Tech Outlook magazine 2018 Top 10 in HR Consulting as well as being voted in the Top Three Woman-Owned Businesses in New Orleans City Business 2019 Reader Rankings and a 2019 Women of Influence in New Orleans.

Experience

HR NOLA

Founder/ CEO / Professor / HR Guru
April 2017 - Present (5 years 2 months)

Louisiana and Texas

At HR NOLA, we focus on understanding your business, identifying your needs and working collaboratively to build out a comprehensive plan to keep you compliant and to optimize your talent!

HR NOLA is a woman-owned, small business offering a full suite of Human Resources consulting services, including on-site and remote HR consulting. Simplified & compliant Human Resources solutions with your growing business in mind!

All businesses regardless of size, need Human Resources expertise and must remain compliant with state and federal employment laws. Get ahead of compliance issues by putting safe guards in place that HR NOLA can help with. Partnering with us gives business owners the ability to leave HR functions in capable hands while they dedicate their time and focus to overall business development and success. From hire to retire - we can manage your employee life cycle!

- Human Resource Audits
- Strategy & Workforce Planning
- Talent Acquisition & Development
- Employment Compliance
- Employee & Labor Relations
- Handbooks, Policy & Procedures
- Job Analysis / Descriptions
- Performance Management
- Training and Development
- Employee Engagement

We Love HR So You Don't Have To
www.HRNOLA.com

Tulane University Law School
Adjunct Faculty
April 2017 - Present (5 years 2 months)
[MJ-LEL Online](#)

Dedicated to helping human resources (HR) professionals increase their overall knowledge and effectiveness, Tulane University Law School's Online Master of Jurisprudence in Labor and Employment Law (MJ-LEL) employs

a collaborative learning environment where practical application is front and center.

PosiGen

Senior Vice President of Human Resources

March 2014 - May 2017 (3 years 3 months)

Greater New Orleans Area

As the SVP of Human Resources for 3 years and a member of the senior leadership team, I worked with the CEO and the Board of Directors to set the direction and strategy for the company. I had the pleasure of leading all aspects of HR, including the organization effectiveness efforts, as well as creating and implementing plans that inspired people for greater performance. Engagement and Retention strategies are always a priority in a start-up environment. This coupled with building a dynamic workforce in 4 states while maintaining the founding values & culture is the key to people success! The PosiGen team says it best, "We have important values, we are grateful to work with each other and we work together as a team to make sure we are making a difference in our communities". Just ask your employees, they are usually your best brand advocates!

Auto-Chlor Services, LLC

Director, Human Resources

January 2013 - August 2013 (8 months)

Auto-Chlor is the national leader in the production and installation of Energy Star certified dishmachines and has been providing cleaning and sanitizing solutions for the foodservice, healthcare and hospitality industry for 70+ years.

As the Director of Human Resources for Auto-Chlor Services based in the Greater New Orleans area, I managed all company human resources initiatives, along with managing both the payroll and workers compensation departments. ACS produces cleaning and sanitizing products in 6 facilities throughout an 11-state Southeastern area; which couldn't be possible without loyal and dedicated team members.

Ports America

Human Resources Director

February 2005 - January 2013 (8 years)

Direct East Coast and Gulf Human Resources functions for largest terminal operator in United States including 80 locations and 42 ports and 12,000 associates on a daily basis. Responsible for P&L, Annual HR budget and

consolidation of two companies acquired by Highstar Capital in 2008. Directly responsible for all east coast and gulf human resources operations including 27 locations and 7000 associates. Partner with 5 Senior Vice Presidents and Executive leadership team in the strategic planning of our Human Resource initiatives and execution of our on-going integration.

Coca-Cola Enterprises
Regional HR Manager
2002 - 2005 (3 years)

Lead Human Resources responsibility for 7 field offices with 700+ employees. Specialized in talent acquisition, employee relations, organizational development, safety, diversity, compensation, benefits, recruiting and retention.

Plan, manage, and set strategic direction for Human Resources group within tri-state area. Additionally responsible for H.R. staff development including staff of 8 direct reports, P&L responsibility and annual HR budget of \$700k.

Provide resource guidance to AVP and Senior Management concerning organizational structure, training programs, division initiatives, performance management and tools as well as performance compensation programs.

Valley Food Services, Inc.
Director, Employee Relations & Recruiting
April 2001 - December 2001 (9 months)

During organizational restructuring, responsible for "right-sizing" the organization and revitalizing the surviving employees while realigning the corporate culture. Performed critical role in the new organizational structure; identifying specific strategies to increase quality, productivity, and bottom-line profitability.

Coordinated programs to attract candidates in a manner that supports the goals and objectives of company. Developed programs and training that reduced employee turnover and enhanced employee retention at all levels of the company. Coordinated all Talent Development activities.

WorldComm
Sr. Human Resources Specialist
May 1997 - April 2001 (4 years)

Natcom Inc. (Formerly Wireless One Inc.)

Developed and administered various human resource plans and procedures for all company personnel. Retained Affirmative Action Program; EEO1 annually; maintained other records and reports to conform to EEO regulations.

Wireless One Inc.

Constructed the first Safety Manual for Wireless One and integrated new Safety program. Additionally responsible for implementing and administering the 401K Savings and Retirement Plan. Annually reviewed compensation structure. Also accountable for initiating the Incentive Bonus Compensation Plan.

Coordinated and attended career fairs for recruiting purposes, managed all non-exempt internal placements, conducted pre-employment testing of prospective employees, interviewing, and working on special projects for the Vice President – Human Resources, as well as completing EEO program requirements such as the MS EEO1 report and the FCC 395M.

Education

Mississippi College

Bachelor of Science (BS), Business Administration, Management and Operations

Mississippi State University - College of Business and Industry
Business Administration and Management, General

Contact

jacobdufour@hrnola.com
5043881872 (Mobile)
jedufour@icloud.com

www.linkedin.com/in/jacobdufour
(LinkedIn)

Top Skills

Employee Relations
Legal Compliance
Deferred Compensation

Languages

English

Certifications

Certified Talent Optimizer
Engagement and Productivity
Certificate
Leadership and Management
Certificate
Team Performance Certificate
Talent Optimization Consultant
Certificate

Jacob Dufour, SHRM-SCP

People Operations Strategist
Greater New Orleans Region

Summary

I am a Human Resources Professional with 15+ years of comprehensive human resources experience. After three years advising clients as a Consultant at HR NOLA, I assumed the role of Director of HR Operations, where I manage daily operations and help drive the company's strategic growth. I have led the Human Resource function at businesses of all sizes and across multiple industries.

At HR NOLA, we focus on helping small and medium sized organizations with all of their HR needs so they can continue to grow their business. Our customized, affordable solutions cover the full employee life cycle - from hire to retire.

We deliver practical and proven HR strategies that ensure our clients get the very best people management, support, and guidance they need to help their organizations grow. The best time for Human Resources is before you think you need it!

I am always interested in networking opportunities and sharing ideas, so feel free to contact me!

Experience

HR NOLA

4 years 6 months

Director of HR Operations

May 2020 - Present (2 years 1 month)

New Orleans, Louisiana, United States

Human Resources Consultant

December 2017 - June 2020 (2 years 7 months)

Greater New Orleans Area

Orleans Parish Criminal District Court

Page 1 of 2

Director of Human Resources
August 2008 - November 2017 (9 years 4 months)

Education

University of Mississippi - School of Business Administration
B.B.A., Human Resource Management · (2002 - 2007)

Contact

belindadantin@hrnola.com

www.linkedin.com/in/belindadantin
(LinkedIn)

Top Skills

Process Improvement

Employer Branding

Labor and Employment Law

Certifications

Certified Talent Optimizer

Belinda Dantin, SHRM-CP

HR Business Partner at HR Nola

Covington

Summary

A strategic human resources professional that delivers proven and practical strategies to ensure clients have the very best people management support and guidance to help their organizations grow.

Experience

HR NOLA

Human Resources Business Partner

March 2021 - Present (1 year 3 months)

New Orleans, Louisiana, United States

- Defines, designs, and leads client-specific HR related projects to support business objectives.
- Maintains and demonstrates knowledge of laws, regulations, and best practices in employment law, human resources and talent management.
- Adheres to Human Resources best practices; takes actions to protect clients against risk.

Conduct compensation studies that result in compensation strategy development, position

benchmarking and pay structure design.

- Perform HR Audits and analysis of data surrounding compliance, talent acquisition, employee

relations, compensation, total rewards, risk management, organizational culture and workplace

safety. Results of audit identifies gaps and sets priorities in an effort to minimize risk and achieve

and maintain world-class competitiveness in key HR practice areas.

Sunpro Solar Energy Specialists

1 year 3 months

Human Resources Project Manager

September 2020 - March 2021 (7 months)

Mandeville, Louisiana, United States

- Ensured that human resources programs support the long-term goals of an HR team.
- Managed and coordinated activities surrounding the implementation and data migration for Sunpro's new HRIS system.
- Collaborated with legal counsel and departments on employee policies and procedures.

Employee Relations Specialist
January 2020 - September 2020 (9 months)
Mandeville, LA

- Advised and trained managers and supervisors in best employee relations practices and strategies for managing supervisor problems and employee grievances. Developed further training as needed.
- Communicated policies pertaining to Human Resources, compensation, and benefits.
- Collected and analyzed employee data.
- Managed employee complaints.

The McDonnell Group
Human Resources Manager
April 2017 - January 2020 (2 years 10 months)
Greater New Orleans Area

- Partnered with leadership to develop and implement talent management strategies to include employee training and development, recruitment and selection of key talent, and succession planning.
- Educated leaders and employees on TMG's performance management process and compensations practices.
- Conducted New Hire Orientation and On-boarding activities.
- Recommended and managed employee benefits programs; directed the processing of benefit claims; designed and conducted educational programs regarding benefit programs.
- Ensured legal compliance by monitoring and implementing applicable human resource federal and state requirements; conducted investigations; maintained records; represented the organization at unemployment hearings.
- Developed, revised and communicated changes to the employee handbook.

PosiGen
Talent Acquisition Manager
June 2015 - April 2017 (1 year 11 months)
Greater New Orleans Area

- Determined staffing needs and produced forecasts

- Developed talent acquisition strategies and hiring plans
- Lead employment branding initiatives
- Managed two recruiters concentrating on outside sales recruitment

Independent Contractor / Stuart & Associates

Recruiter / Legal Search Consultant

December 2012 - June 2015 (2 years 7 months)

Greater New Orleans Area

- Developed and nurtured relationships with various law firms and companies
- Negotiated salaries with both the client and candidate
- Developed and implemented marketing and recruiting efforts for the legal support division
- Spearheaded the upgrade to a new company website

Brooke Staffing Companies, Inc.

Recruiting Search Consultant

August 2012 - December 2012 (5 months)

Metairie, LA

Recruited and placed legal secretaries, paralegals, accounting, IT, and human resource professionals in the New Orleans area. Responsibilities included obtaining job orders from clients, search for and market top notch candidates, and salary negotiations.

MCC Group, LLC

Human Resources Manager

December 2007 - August 2012 (4 years 9 months)

Metairie, LA

- Developed, implemented and managed the recruiting and hiring process enterprise-wide (16 business units and 6 departments)
- Researched, selected and implemented an ATS (HireBridge) including establishing reports for metrics and forecasting
- Conducted recruiting, interviewing, and hiring for all office and field management positions
- Developed, revised and communicated changes to the employee handbook
- Consulted with business unit and department managers on Human Resource processes and procedures
- Assisted in conducting performance evaluations and reviews
- Developed and implemented new hire orientation and training programs
- Established protocols for company and personal vehicle allowance program and gas cards

- Developed protocols and approved compensation increases for all foreman level and salaried positions
- Reviewed and approved all expense reports
- Monitored and addressed any PTO/Holiday, pay, and allowance issues with employees (800 total) and payroll department

Shuart & Associates

Recruiter

February 2005 - December 2007 (2 years 11 months)

Greater New Orleans Area

- Developed and nurtured relationships with various law firms and companies in the New Orleans area
- Negotiated salaries with both the client and candidate
- Developed and implemented marketing and recruiting efforts for the legal support division
- Part of an implementation team to migrate to a new ATS (data mapping, establishing data entry processes, report development)

Education

Ramapo College of New Jersey

Bachelor of Arts (BA), Economics

Contact

danielleduvigneaud@gmail.com

www.linkedin.com/in/danielle-duvigneaud (LinkedIn)

Top Skills

- Human Resources
- Customer Service
- Human Resources Information Systems (HRIS)

Danielle Duvigneaud

HR Generalist at HR NOLA
Greater New Orleans Region

Summary

As a Human Resources Professional with 7 years of demonstrated history, being a part of the amazing team at HR NOLA continues to be one of the best decisions I've made.

At HR NOLA, we focus on helping organizations with all of their HR needs so they can grow their business. We provide services that cover the full employee life cycle - from hire to retire.

Let's connect on all things HR!

Experience

HR NOLA
Human Resources Generalist
October 2021 - Present (8 months)

As part of the HR NOLA team, I have the opportunity to work with many clients from a diverse array of industries in both the private and public sector. I am involved in the full suite of HR services ranging from:

- Audits (I-9 audit, Culture & Compliance audit, FLSA audit)
- Compensation Analysis
- Policy Development
- Employee Relations
- Employee Retention
- Professional Development
- Recruiting
- Onboarding
- HRIS Administration
- Compliance
- Experience with numerous HRIS & databases such as: ADP, UKG/Ultipro, Netchex, iSolved, Bamboo HR, Gusto, CompAnalyst, Payfactors, HireRight, ZipRecruiter, Predictive Index, and many more

UP Professional Solutions®

3 years 6 months

Human Resources Coordinator

May 2019 - April 2021 (2 years)

Kenner, Louisiana

- Administered all benefit programs for new hires, Qualifying Life Events, and Annual Open Enrollment
- Handled 401K administration
- Administered all LOA requests regarding FMLA, ADA, state and local leave laws, and short-term or long-term disability plans
- Processed terminations, unemployment claims, and verifications of employment
- Conducted random drug testing program
- Managed HRIS administration (ADP Workforce Now)
- Handled reporting such as ACA, Headcount, EEO-1, and Vets 100

Human Resources Administrator

November 2017 - April 2019 (1 year 6 months)

Greater New Orleans Area

- Conducted entire onboarding process including offer letter and new hire paperwork distribution, drug testing and background screening
- Managed New Hire Safety Orientation
- Audited HRIS and other databases to ensure accurate employee records

LSU Health Sciences Center New Orleans

Human Resources Assistant

August 2015 - November 2017 (2 years 4 months)

Greater New Orleans Area

- Assisted Talent Acquisition Department with recruiting needs
- Maintained personnel files
- Prepared research reports and attended monthly meetings
- Assisted employees with walk-in, call-in, and email inquiries

Education

University of New Orleans

Bachelor of Science - BS, Psychology · (2013 - 2017)

Contact

nickjmcDonald@gmail.com

www.linkedin.com/in/nicholas-mcdonald-4a85618a (LinkedIn)

Top Skills

Proficient in Microsoft Office

Strong Communication Skills

Familiar with Different Social Medias

Nicholas McDonald

Human Resources Generalist at HR NOLA
New Orleans

Summary

Being an HR nerd! Striving to become an HR representative for all that need one.

Experience

HR NOLA

Human Resources Generalist

December 2021 - Present (6 months)

New Orleans, Louisiana, United States

As part of the HR NOLA team, I have the opportunity to work with many clients from a diverse array of industries in both the private and public sector. I am involved in the full suite of HR services ranging from I9 audits, participation in compensation analysis studies, onboarding, policy development, job description drafting, training content creation, training facilitation, recruitment, employee engagement surveys, employee retention research, processing separations, advising on pandemic protocol, contact tracing, and traditional employee relations to name a few.

Notable Achievement: Being part of the team that completed a compensation study for city of Hammond municipal workers. We were able to directly impact over 100 employees' lives with the research and reporting we produced.

Sodexo

Human Resources Assistant

February 2021 - December 2021 (11 months)

Tulane University, New Orleans, LA

I was in charge of overseeing the progressive discipline process for upwards of 600 employees, handling LOA and FMLA case submissions for 200 employees and spearheading new employee engagement initiatives across the different units. I was also tasked with day-to-day responsibilities, such as enrolling employees in direct deposit, investigating PTO/sick leave inquiries and rolling out updated policies. Revising unit specific work rules also fell under my umbrella.

New Orleans Downtown Marriott at the Convention Center
Food and Beverage Ops Manager
October 2018 - September 2020 (2 years)
New Orleans, Louisiana, United States

I was employed as the head of the food and beverage department for the New Orleans Downtown Marriott at the Convention Center. I was tasked with overseeing the multiple outlets of the hotel, which include the restaurant, the bar, the Starbucks coffee shop and the operational efforts of In Room Dining.

Cochon Restaurant
Assistnt Manager
September 2017 - October 2018 (1 year 2 months)
New Orleans, LA

Manage the floor daily. Responsible for scheduling 65 plus employees. Prepare payroll every Monday for both BOH and FOH. Maintain weekly initiatives set forth by the company to ensure best service possible in alignment with company standards.

Marcello's Restaurant and Wine Bar
Assistant Manager
June 2017 - September 2017 (4 months)
CBD, New Orleans, LA

Working with the clientele in the Central Business District of New Orleans is always an electrifying experience. Whether it was hand selling wine or proving to our guests why we were the premier dining event, I aimed to create the overall experience for our patrons.

Marcello's of Metairie
Assistant Manager
December 2015 - June 2017 (1 year 7 months)
Metairie, LA

It was my pleasure to be part of the fantastic opening team of Marcello's Metairie, LA expansion. I loved being able to perform in a capacity that allowed me to continue to grow my skill set and interpersonal relations.

Marcello's Restaurant and Wine Bar
1 year 9 months
Manager in Training
August 2015 - December 2015 (5 months)
New Orleans, LA

Server
April 2014 - August 2015 (1 year 5 months)

Lafayette Parish Assessors Office
Information Clerk/Research Department
2010 - 2014 (4 years)
lafayette, louisiana

1. Managed public inquiries with problem solving and well developed customer service skills.
2. Mastered various real estate databases.
3. Evaluated and determined application and removal of Homestead Exemptions (tax abatement) for any property within Lafayette Parish.
4. Liaison to other government entities.
5. Proficient in reading courthouse documents dealing with land ownership.
6. Promoted and demonstrated online services offered by the Assessor.

Education

University of Louisiana at Lafayette
Bachelor of General Studies, Arts/Humanities · (2005 - 2010)