

# JOSEPH VERDI

## FUNCTIONAL SUMMARY

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- **Dedicated operations manager with 20 years of experience** in the Operations/Cruise line industry. Consistently developing and executing the company's risk management policies and procedures.
- **Respected builder and leader of customer- focused teams;** instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality and cruise operations polices.
- **Diligent with a strong work ethic-** poised and competent with demonstrated ability to easily adapt to any professional or non-professional situation. Thrive in deadline-driven environments. Easy-going nature, yet fiercely loyal.

## SUMMARY OF QUALIFICATIONS

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- Customer Service Management
- Cruise Operations Management
- Customer Satisfaction Enhancement
- Teambuilding & Training
- Cost- Reduction Strategies
- Order Fulfillment
- Retail Inventory Supervision
- Project Management
- Report Preparation
- Computer Technology and System Integration Supervision
- Security and Safety Supervisor
- Liaison to Law Enforcement and Federal Security Organizations

## EMPLOYMENT

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### **8/1988 - 8/2008 SeaEscape Entertainment Inc.**

#### **Port Everglades, FL**

#### **Director of Operations**

- A senior member of management team
- Ensure the safety and security of SeaEscape's facilities and oversee the safety and security of passengers and shore-side crew
- Investigate any improper conduct on the part of employees; any personal injury or claims of financial defalcation
- Interface with local law enforcement and federal security organizations, (including the United States Coast Guard, the Florida Department of Law Enforcement and the Department of Homeland Security) Responsible for collaborating with the agencies to insure company's polices and procedures were compliant with agencies'

regulations

- Supervise an outside security firm and responsible for training staff in all applicable safety, security and investigatory areas
- Responsible for transporting substantial amounts of cash between the company's bank and onboard casino
- Assist onboard casino with implementation of safety and security procedures
- Supervise onboard security officers
- Oversee onboard marketing and retail sales departments
- Oversee the Embarkation Operations department; Implement embarkation operations procedures
- Supervise the Embarkation Management Team; Ensure that company procedures and policies were enforced
- Responsible for operating funds for the Embarkation operations Department.
- Create Team-building exercises and reward system for staff
- Organize and assemble yearly customer service training seminars for reservations, sales, embarkation and onboard staff and crew
- Organize data and create reports for executive and senior management; demonstrating functional marketing strategies and/or advising senior management on cost-reduction strategies
- Lead project manager for company-wide integration of reservation system; AS/400 In 1990, I-Rez Reservations System in 2002 and TableTrac Casino Player Tracking System in 2004

#### **08/2008 - Present WALGREENS**

- Assistant Store Management

#### **PROFESSIONAL ASSOCIATIONS**

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PROPELLER CLUB ASSOCIATION ( FT. LAUDERDALE DISTRICT) (2007-Present)

- Member 2006 - 2007
- Board Member 2007 - 2008

#### **COMPUTER SKILLS**

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- AS/ 400 Reservation system
- TableTrac Casino Player Tracking system
- Rezware Reservation system
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- QuickBooks

#### **EDUCATION**

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1988 Broward Community College Davie, FL  
*General education*

1984-1988 Stranahan High School Ft. Lauderdale, FL  
*General education*

#### **REFERENCES**

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*Available upon Request*