

CIVIL SERVICE BOARD

One (1) vacancy with term ending 6-15-2029, representing the following category: 1 - Regular Member. *The City Manager appoints to the Civil Service Commission with Council Confirmation. The City Council appoints to the Civil Service Board. Traditionally, the same members serve on the Civil Service Board and Commission.*

Duties

The Civil Service Board adopts, amends, and enforces a code of rules and regulations providing for appointment, employment, or suspension in all positions in the classified service based upon citizenship, character, merit, efficiency, and industry, which shall have the force and effect of law; and also rules regulating promotions, demotions, reduction in force of employees in the classified service and in what order they shall be dismissed and reinstated.

Composition

Three (3) members and two (2) alternate members shall be appointed by the Council for three-year terms or until a successor is named. The members choose their own chairman and appoint a chief examiner, not a member of the Board, who shall also act as secretary. Members must (1) be of good moral character, (2) be a U. S. Citizen, (3) be a resident of the City and have lived in the City for three years preceding appointment, (4) be over 25 years of age, and (5) not have held a public office within the preceding three years, with the exception of notary public.

Creation / Authority

City Charter Amendment Art. VII, Sec. 2(3-25-55), Ord. 12948, Ord. 17258 - 9/15/82; amended 4-3-93; Charter Amendment see Ord. 31007 - 11/21/16.

Meets

Meets third Thursday monthly, 9:00 a.m., Human Resource Conference Room, 2nd Floor, City Hall.

Member size

3

Term Length / Limit

3 years / 6 years

Liaison

Kathy Sanchez

Name	District	Term	Appt. date	End date	Appointing Authority	Position	Status	Category	Attendance
Raul E. Ramirez	District 5	1	6/13/2023	6/15/2026	City Council		Seeking reappointment		5/5 meetings - 100%
Silvia A. Martinez Pacheco	District 5	Partial	4/15/2025	6/15/2027	City Council		Active		
Joel S. Mumphord	District 4	1	4/15/2025	6/15/2028	City Council		Active	Alternate	
Israel Talamantez	District 5	1	4/15/2025	6/15/2028	City Council		Active	Alternate	
Deborah A. Sibila	District 4	2	2/9/2021	6/15/2028	City Council	Chair	Active		

CIVIL SERVICE BOARD

Applicants

Name	District	Status
James M. Ausland	District 4	Applied
Deion Black	District 4	Applied
Maria O. Estes	District 5	Applied
Elizabeth Galan	District 2	Applied
Tony Gonzalez	District 1	Applied
Raul E. Ramirez	District 5	Seeking reappointment
Veronica Ramon	District 1	Applied
Jared P. Suarez	District 2	Applied
Manuela D. Thompson	District 3	Applied

Profile

James

First Name

M

Middle Initial

Ausland

Last Name

Email Address

Street Address

Corpus Christi

City

TX

State

78412

Postal Code

Primary Phone

Alternate Phone

What district do you live in? *

☒ District 4

Current resident of the City of Corpus Christi?

☒ Yes ☐ No

If yes, how many years?

4

Goodwill

Employer

Computer Skills Instructor

Job Title

Mission Services

Occupation

Work Address - Street Address and Suite Number

4135 Ayers St.

Work Address - City

Corpus Christi

Work Address - State

Texas

Work Address - Zip Code

78415

Work Phone

3613714064

Work E-mail address

jausland@goodwillsouthtexas.com

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

CIVIL SERVICE BOARD: Submitted

Interests & Experiences**Are you a Nueces County registered voter?**

☒ Yes ☐ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No.

Education, Professional and/or Community Activity (Present)

Master of Divinity, Church History focus; Bachelor of Arts, Biblical and Theological Studies with a History minor. Computer Skills Trainer, Goodwill South Texas Job Connection Center (September 2025–present): deliver digital literacy training and proctored Northstar assessments; onboard residents to Coursera programs including Google AI Essentials; produce CARF compliant case notes in Caseworthy; coordinate with Connections and Career Coach staff; facilitate off-site sessions at the Victoria Public Library. Community activity: workforce development and digital inclusion support for residents seeking employment and skills upgrades.

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Civil Service Commission Civil Service Board Corpus Christi Business and Job Development Corporation

Why are you interested in serving on a City board, commission or committee?

I want to serve Corpus Christi with a practical, service-first mindset. In my role at Goodwill I help residents build skills, document progress to CARF standards, and coordinate with partners to achieve measurable outcomes. I prepare thoroughly, show up consistently, and keep discussion focused on facts, policy, and results that improve daily life for our community. I will bring the same dependable work ethic and clear documentation to City service.

Upload a Resume

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

James M Ausland

No person shall be appointed by the Mayor or Council Members to serve on more than one board, commission, committee or corporation at the same time. If you currently serve as a voting member for a board, commission, committee or corporation are you willing to resign your current seat to serve on another board, commission, committee or corporation?

☒ Yes ☐ No

Are you a current candidate in an election for a non-city public office?

☐ Yes ☒ No

Do you currently serve as an elected official for a non-city public office?

☐ Yes ☒ No

Will you seek re-election to the non-city public office? If not in a non-city public office, please enter N/A

n/a

Demographics

Gender

☒ Male

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☒ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☒ No

Does your employer or your spouse's employer have a City contract?

☐ Yes ☒ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

☐ Yes ☒ No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☒ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

n/a

Board-specific questions (if applicable)

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you resided in the City for at least 3 years?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you held public office during the past 3 years?

☐ Yes ☒ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you over 25 years of age?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you a U.S. Citizen

☒ Yes ☐ No

Question applies to multiple boards

Are you willing to provide an Annual Report of Financial Information as required by the Code of Ethics?

☒ Yes ☐ No

Are you a Nueces County registered voter?

☒ Yes ☐ No

Verification

City Code Requirement - Residency

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-65, which states that all members of City boards and commissions, including ad hoc committees, appointed by the City, must be residents of the city. A move outside the city limits of the city by any member shall constitute automatic resignation from the particular board or commission on which such member served.

☒ I Agree

City Code Requirement - Attendance

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-61, which provides that absences from more than 25% of regularly scheduled meetings during a term year on the part of any board, commission, or committee member shall result in an automatic termination. An absence shall be deemed unexcused unless excused by the board, commission or committee for good cause no later than its next meeting after the absence.

☒ I Agree

Consent for Release of Information

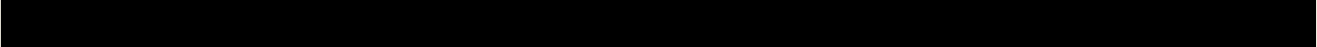
I understand that if any member of the public makes a request for information included in this application or in any attachment (e.g. resume or supporting documentation) for appointment it is subject to and must be disclosed under the Texas Public Information Act. I understand that under the Texas Public Information Act, my home address and home telephone number is subject to public disclosure unless I am elected or appointed to the position which I seek. I hereby consent to the release of my home address and home telephone number should it be requested under the Texas Public Information Act prior to my possible appointment or election. I hereby release the City of Corpus Christi, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Texas Public Information Act.

☒ I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree



JAMES AUSLAND, M.DIV

Computer Skills
Trainer



OBJECTIVE

Driven to give people a hand up through hands-on digital training and supportive coaching—not a handout. I work to improve my community and myself, equipping residents with the tools to succeed, so Corpus Christi becomes a go-to talent hub.

EDUCATION

Regent University —
Master of Divinity (M.Div.),
Church History focus, 2025;
thesis published via
ProQuest

Regent University —
B.A., Biblical & Theological
Studies; Minor in History,
2021

CONTACT


870-882-3687

EXPERIENCE

Computer Skills Trainer - Goodwill South Texas

Job Connections Center, Corpus Christi, TX

Sep 2025 - Present

Provide digital skills instruction and proctored Northstar assessments; document services in Caseworthy to CARF standards; coordinate with Career Coaches; onboard learners to Coursera (e.g., Google AI Essentials) and monitor completions; facilitate occasional off-site sessions.

Security Healthcare Professional - Allied Universal

Corpus Christi, TX

Jun 2022 - Sep 2025

Supported ER and hospital operations, responded to emergency codes, maintained incident logs, and managed secure access for staff, contractors, patients, and visitors.

Security Officer / Supervisor -

Gardaworld; NES;

Professional Security Services; G4S

Sep 2015 - Mar 2022

Oversaw site safety, access control, and reporting across industrial and healthcare settings; trained and led small teams to maintain compliance and service.

Field Service Specialist - U.S. Army

Aug 2001 - Oct 2003

Supported Quartermaster operations, developing discipline, teamwork, and reliability.

Application for a City Board, Commission, Committee or Corporation

Profile

Deion

First Name

Black

Last Name

Email Address

Street Address

Corpus Christi

City

TX

State

78418

Postal Code

Primary Phone

Alternate Phone

What district do you live in? *

☒ District 4

Current resident of the City of Corpus Christi?

☒ Yes ☐ No

If yes, how many years?

18

Department of Homeland Security

Employer

Senior Program Analyst

Job Title

Management & Program Analyst

Occupation

Work Address - Street Address and Suite Number

249 Glasson Dr

Work Address - City

Corpus Christi

Work Address - State

Texas

Work Address - Zip Code

78406

Which Boards would you like to apply for?

CIVIL SERVICE BOARD: Submitted

Interests & Experiences

Are you a Nueces County registered voter?

☒ Yes ☐ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

Bachelor of Science in Business (BS)

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

N/A

Why are you interested in serving on a City board, commission or committee?

I am interested in serving on a City board, commission, or committee because I value civic engagement and the opportunity to contribute positively to the community. My professional experience as a Senior Program Analyst has provided me with strong skills in human resources, policy and procedure analysis, compliance, and organizational improvement. I would welcome the opportunity to apply my analytical, collaborative, and problem-solving skills to support effective decision-making and help advance the City's goals and initiatives

Upload a Resume

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

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☒ Yes ☐ No

Are you a current candidate in an election for a non-city public office?

☐ Yes ☒ No

Do you currently serve as an elected official for a non-city public office?

☐ Yes ☒ No

Will you seek re-election to the non-city public office? If not in a non-city public office, please enter N/A

N/A

Demographics

Gender

☒ Male

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☒ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☒ No

Does your employer or your spouse's employer have a City contract?

☐ Yes ☒ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

☐ Yes ☒ No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☒ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

N/A

Board-specific questions (if applicable)

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you resided in the City for at least 3 years?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you held public office during the past 3 years?

☐ Yes ☒ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you over 25 years of age?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you a U.S. Citizen

☒ Yes ☐ No

Question applies to multiple boards

Are you willing to provide an Annual Report of Financial Information as required by the Code of Ethics?

☒ Yes ☐ No

Verification

City Code Requirement - Residency

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☒ I Agree

City Code Requirement - Attendance

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☒ I Agree

Consent for Release of Information

I understand that if any member of the public makes a request for information included in this application or in any attachment (e.g. resume or supporting documentation) for appointment it is subject to and must be disclosed under the Texas Public Information Act. I understand that under the Texas Public Information Act, my home address and home telephone number is subject to public disclosure unless I am elected or appointed to the position which I seek. I hereby consent to the release of my home address and home telephone number should it be requested under the Texas Public Information Act prior to my possible appointment or election. I hereby release the City of Corpus Christi, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Texas Public Information Act.

☒ I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree

DEION BLACK

√ (254) 258-4658 [REDACTED] [REDACTED] linkedin.com/in/deion-black-33756410b

ORGANIZATIONAL GOVERNANCE | HUMAN RESOURCE ADMINISTRATION | MERIT SYSTEM PRINCIPLES

Senior Program Analyst with 20+ years' experience leading large-scale procurement, contract administration, and strategic sourcing operations supporting programs valued at \$350M+. Federal Acquisition Certification - Level III certified leader with extensive expertise in competitive solicitations, contract negotiations, capital project procurement, supplier performance management, and regulatory compliance. Proven record of strengthening procurement governance, delivering \$1.2B in operational efficiencies, and leading cross-functional teams supporting multi-million-dollar contract portfolios. Recognized for providing executive procurement guidance to senior leadership while ensuring transparency, fiscal responsibility, and compliance with public procurement regulations.

CORE COMPETENCIES

- | | | |
|-------------------------------------|---------------------------------|------------------------------------|
| ▪ Decision-Making & Problem Solving | ▪ Ethics & Confidentiality | ▪ Stakeholder Engagement |
| ▪ Policy & Procedure Development | ▪ Conflict Resolution | ▪ Strategic Planning |
| ▪ Regulatory Compliance | ▪ Investigations & Fact-Finding | ▪ Organizational Governance |
| ▪ Employee Relations | ▪ Budget Oversight | ▪ Acquisition Lifecycle Management |

KEY PROCUREMENT ACHIEVEMENTS

- Directed procurement and acquisition oversight for programs exceeding \$350M in funding and contract activity.
- Generated \$1.2B in operational efficiencies through strategic sourcing and supply chain process improvements.
- Managed logistics and industrial support assets valued at over \$6B across multiple operational locations.
- Oversaw \$100M+ supply and distribution contracts while reducing operational costs by 20%.
- Supervised cross-functional teams of up to 60+ personnel supporting procurement, logistics, and acquisition programs.

PROFESSIONAL EXPERIENCE

DEPARTMENT OF HOMELAND SECURITY | CORPUS CHRISTI, TX

POSITION: Senior Program Analyst | **Active Secret Clearance**

9/2023 – Present

Hours per Week: 40

As the Senior Program Analyst, FAC-COR Level III within the Resource Branch, developing and preparing official monthly, quarterly, and annual PPBE execution reports, providing expert advice on all phases of appropriated budgeting and alternative program (supplemental funds) plans to all levels of management. Analyze current human resource operations ensuring human resources, policy and procedure analysis, compliance, and organizational operations. Evaluating processes, interpreting regulations, supporting fair and consistent personnel practices, and collaborating with diverse stakeholders to support effective decision-making and accountability.

- Provide strategic oversight and leadership ensuring alignment with organizational goals and statutory requirements.
- Lead across business lines and with cross-regional teams to ensure stakeholder engagement and support.
- Manage feedback and contributions and resolve conflicting recommendations to ensure the resulting project and programs are balanced and meet the agency's needs.
- Certify availability and appropriate use of funds, while preparing monthly status of funds reports, and fiscal year-end financial closeout activities.
- Coordinate with senior leadership to establish performance metrics, develop dashboards, and deliver high-level briefings to agency executives.
- Spearhead initiatives for process improvement, resulting in an increase in operational efficiency within the Government Purchase Card Program (GPC).
- Identify and analyze emerging budgetary issues, synthesize complex materials, and recommend appropriate courses of action.
- Manage the comprehensive development and timely issuance of policies, standards, resource budgetary guidance materials for use by other budget analysts or financial personnel within the assigned organization.
- Draft guidance and direction regarding program management and reporting. Develop and prepare a wide range of instructional, professional development, and similar program materials.
- Serves as a Subject Matter Expert on automation systems to acquisition experts and as the SME on acquisition systems to development teams.
- Develop alternative solutions geared to basic management/contracting needs of ECD; such solutions persuade responsible officials to change contracting policies or procedures which may have an agency impact.
- Advise management, contracting workforce, and all technical functional areas of DHS on policy and procedure development.

DEFENSE LOGISTICS AGENCY | CORPUS CHRISTI, TX

POSITION: Program Analyst | **Secret Clearance**

09/2008 – 9/2023

Hours per Week: 40

- Managed acquisition oversight supporting logistics operations and supply chain assets valued at more than \$6B.
- Administered procurement oversight for \$200M+ inventory programs across three operational facilities.
- Implemented procurement and supply chain process improvements generating \$1.2B in operational efficiencies.
- Oversaw \$100M fixed-price service and distribution contract while improving vendor accountability and reducing costs by 20%.
- Led cross-functional teams of 70+ personnel supporting acquisition, logistics, and operational performance initiatives.
- Conducted cost analysis, proposal evaluation, and vendor negotiations supporting major acquisition programs.

Additional Experience: Supply Specialist, U.S. Army, 04/2003 –04/2008

- Managed supply chain accountability, inventory management, and logistics operations supporting military readiness.

EDUCATION

University of Phoenix: 2018 – Bachelor of Science, Business

ADDITIONAL CREDENTIALS

CERTIFICATIONS	Federal Acquisition Institute Federal Acquisition Certification Level III FAC COR Federal Acquisition Institute Federal Acquisition Certification Level II FAC COR Supply Chain Management Certification University of Phoenix
DEVELOPMENT	Vulnerability Analysis Pathway INFOSEC CySA + Systems Security Analysis Pathway INFOSEC Security +
HONORS & AWARDS	Meritorious Civilian Service Award 2x Superior Civilian Service Award DLA Employee of the Year DLA Employee of the Quarter CISA Employee of the Quarter
AFFILIATIONS	Senior Executives Association - Rising Leader

Application for a City Board, Commission, Committee or Corporation

Profile

Maria O Estes
First Name Middle Initial Last Name

Email Address

Street Address

CORPUS CHRISTI TX 78414
City State Postal Code

Primary Phone Alternate Phone

What district do you live in? *

☒ District 5

Current resident of the City of Corpus Christi?

☒ Yes ☐ No

If yes, how many years?

40

Omega Law Group Trial & Evidence Support; Sr. Full Time; Remote (Federal
Employer Ops. Paralegal Law Firm in CA and TX)
Job Title Occupation

Work Address - Street Address and Suite Number

8800 West Sunset Blvd.

Work Address - City

West Hollywood

Work Address - State

California

Work Address - Zip Code

90069

Work Phone

(310) 878-4365

Maria O Estes

Work E-mail address

mes@omegalaw.com

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

CIVIL SERVICE BOARD: Submitted

Interests & Experiences**Are you a Nueces County registered voter?**

☒ Yes ☐ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

Not currently; I am pursuing my Master's in Public Administration at TAMUCC and potentially Law School part-time in August of 2027.

Education, Professional and/or Community Activity (Present)

BAAS in Legal Studies; TAMUCC Alumni; currently in pursuit of earning a Master's in Public Administration. I have 25 years working in law firms as a trial and evidence specialist; devoted over 15 years to volunteer service work throughout our city as a director in a local church where I developed leaders and over-sought scheduling, event planning, and policy enforcing for 250-300 volunteers on a weekly bases.

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Ethics, Civil Service; Planning; and Disability boards.

Why are you interested in serving on a City board, commission or committee?

I am pursuing public administration to ground myself in an area(s) where I may continue my calling to service our beautiful city and the people who are less fortunate and cannot afford to hire lawyers forced to give up and remain silent and justice seems impossible to reach. I hope to be a voice for the people of our communities and pave the way so that justice and the pursuit of it no longer appears unattainable--to demand it and change policies that have been unbalanced in the scales of law for far too long.

Upload a Resume

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

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☒ Yes ☐ No

Are you a current candidate in an election for a non-city public office?

☐ Yes ☒ No

Do you currently serve as an elected official for a non-city public office?

☐ Yes ☒ No

Will you seek re-election to the non-city public office? If not in a non- city public office, please enter N/A

Yes.

Demographics

Gender

☒ Female

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☒ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☒ No

Does your employer or your spouse's employer have a City contract?

☐ Yes ☒ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

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☐ Yes ☒ No

Maria O Estes

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

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N/A

Board-specific questions (if applicable)

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you resided in the City for at least 3 years?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you held public office during the past 3 years?

☐ Yes ☒ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you over 25 years of age?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you a U.S. Citizen

☒ Yes ☐ No

Question applies to multiple boards

Are you willing to provide an Annual Report of Financial Information as required by the Code of Ethics?

☒ Yes ☐ No

Question applies to CORPUS CHRISTI BUSINESS AND JOB DEVELOPMENT CORPORATION,PLANNING COMMISSION,CORPUS CHRISTI B CORPORATION

Are you a Nueces County registered voter?

☒ Yes ☐ No

Question applies to CAPITAL IMPROVEMENTS ADVISORY COMMITTEE

The Capital Improvement Advisory Committee must include representatives from certain industries. Do you qualify for any of the following industries? *

☒ None of the Above

Question applies to CAPITAL IMPROVEMENTS ADVISORY COMMITTEE

One member shall be a representative of the City's extraterritorial jurisdiction if impact fees are proposed. Do you qualify?

☒ Yes ☐ No

Verification

City Code Requirement - Residency

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City Code Requirement - Attendance

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Consent for Release of Information

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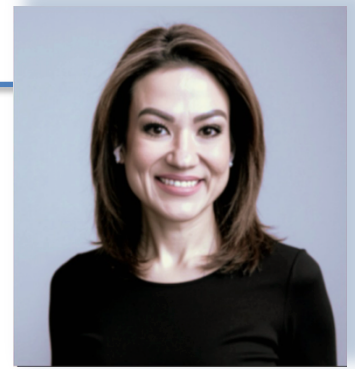
Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree

Maria Estes

LEGAL SUPPORT STAFF OPERATIONS SPECIALIST
SENIOR CIVIL LITIGATION PARALEGAL
Tel: (361) 259-0631 | Email: [REDACTED]



Re: Legal Operations Manager

Dear Hiring Team,

I am writing to express my interest in the opportunity to join your esteemed team. With over 25 years of experience in civil litigation, I have developed a strong focus on case development and trial readiness, specializing in the Discovery process from inception to completion for each litigation team within the firm across multiple cities in Texas. Additionally, I have played a key role in rewriting the Discovery portion of the firm's standard operating procedure manual.

My extensive background encompasses managing large, complex cases and establishing workflows that promote efficiency and uniformity across litigation teams, effectively transforming time constraints into productive outcomes for each team.

My academic background at Texas A&M University, which included courses in operations, management, communications, and organizational management, including several courses in Human Resources, and has equipped me with a critical perspective on work products and how to implement them into measurable outcomes. This foundation has enabled me to foster meaningful collaboration with legal counsel and support staff. Ultimately, the Bachelor of Applied Arts and Sciences (BAAS) program in Legal Studies is particularly well-suited for roles in Legal Operations Management.

Highlights of my qualifications include:

- **Legal Expertise**: Leveraging my legal background to analyze claims through a legal lens, ensuring compliance and minimizing exposure.
- **Remote Work Proficiency**: A proven track record of excelling in remote roles, demonstrating self-motivation, time management, and effective communication with my team,
- **Collaborative Leadership**: Skilled at fostering collaboration among internal teams, external partners, and legal representatives to achieve results.
- **Strategic Problem-Solving**: Adept at analyzing complex claim scenarios, identifying potential risks, and implementing solutions to protect the organization's interests.

I would welcome the opportunity to discuss how I may contribute to the highest standards already set by your law firm in regard to the quality of work that continues to ensure client satisfaction, and how my skills align with your needs. I would love to share my enthusiasm for this position. I can be reached at **(361) 259-0631** and through email at **Mrs.Maria.Estes@gmail.com** at your convenience. Thank you for considering my application. I look forward to the opportunity of contributing to your team's success!

Sincerely,

Maria Estes

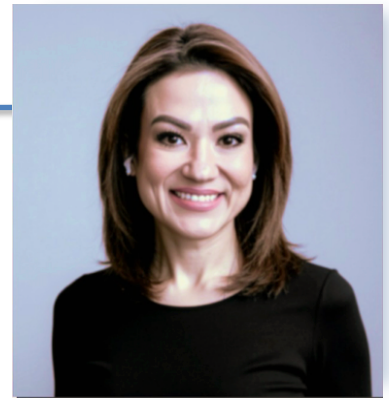
Sr. Legal Operations Specialist & Client Liaison
Litigation Development & Trial Readiness Expert

Email: [REDACTED]

Direct: (361) 259-0631

Maria Estes

LEGAL SUPPORT STAFF OPERATIONS SPECIALIST
SENIOR CIVIL LITIGATION PARALEGAL
Tel: (361) 259-0631 | [REDACTED]



Re: Legal Support Position

Dear Hiring Team,

I am pleased to submit my application for your review and consideration to join your team. With over 20 years of experience in personal injury and auto claims within the insurance carrier industry, combined with a robust academic foundation that includes a Bachelor of Applied Arts and Sciences in Legal Studies and a minor in Pre-Law, I offer a distinctive blend of technical proficiency, analytical acumen, and comprehensive legal insight that distinguishes me as a highly qualified candidate for this role.

My bachelor's degree in legal studies from Texas A&M University (with an emphasis in legal operations and human resources). My unique background has allowed me to approach all work product with a critical eye, ensuring thorough investigations, accurate reserving, and effective collaboration with legal counsel. My extensive time in the legal field and academic training has also sharpened my negotiation and analytical skills, enabling me to resolve complex claims efficiently while mitigating risk for the organization.

In addition to my highly specialized career achievements, I bring over 20 years of experience managing diverse claim inventories, including high-loss potential cases those involving detailed reinsurance reporting. I have consistently showcased my ability to independently investigate, evaluate, and resolve claims while ensuring strict adherence to organizational and regulatory standards. In addition to my highly specialized career achievements, I bring over 20 years of experience managing diverse claim inventories, including high-loss potential cases those involving detailed reinsurance reporting. My professional background also includes overseeing and directing Independent Adjusters, Appraisers, and outsourced legal teams to secure optimal outcomes. Furthermore, I am highly skilled in presenting evidence in a courtroom setting and possess extensive knowledge of courtroom procedures, policies, and the rules governing both federal and state civil procedures.

Highlights of my qualifications include:

- **Legal Expertise:** Leveraging my legal background to analyze claims through a legal lens, ensuring compliance and minimizing exposure.
- **Remote Work Proficiency:** A proven track record of excelling in remote roles, demonstrating self-motivation, time management, and effective communication with my team,
- **Collaborative Leadership:** Skilled at fostering collaboration among internal teams, external partners, and legal representatives to achieve results.
- **Strategic Problem-Solving:** Adept at analyzing complex claim scenarios, identifying potential risks, and implementing solutions to protect the organization's interests.

I have pursued a focused and dedicated career path to ensure I operate at the highest level of excellence for our clients. My extensive background and specialization in this area of expertise enable me to bring a unique perspective to claims management and legal support staff teams, allowing me to handle complex cases with precision and confidence. I am certain that my legal knowledge, combined with my extensive claims experience positions me as an ideal candidate for this role.

I would welcome the opportunity to discuss how I may contribute to the highest standards already set by your law firm in regard to the quality of work that continues to ensure client satisfaction, and how my skills align with your needs. I would love to share my enthusiasm for this position. I can be reached at **(361) 259-0631** and through email at **Mrs.Maria.Estes@gmail.com** at your convenience. Thank you for considering my application. I look forward to the opportunity of contributing to your team's success!

Kindly,

Maria Estes

Sr. Legal Operations Specialist & Client Liaison

Litigation Development & Trial Readiness Expert

Email: [REDACTED]

Direct: (361) 259-0631



WALTERS GILBREATH PLLC
AUSTIN | DALLAS | HOUSTON | SAN ANTONIO

Prospective Law Firm
Attn: Hiring Manager

Re: Maria Estes
Litigation Operations Manager

Dear Hiring Manager:

I am writing to personally recommend Maria Estes for any position that requires experience and expertise in civil litigation and/or discovery procedures. During her tenure at Walters Gilbreath, PLLC, I have had the pleasure of working closely with Maria, and she consistently demonstrated exceptional skills and a holistic approach to litigation and case management.

Maria possesses significant experience in civil litigation, having supported and collaborated with numerous attorneys and their litigation support teams, to assist in achieving successful outcomes in complex cases. Her ability to manage and coordinate various aspects of litigation is unparalleled, ensuring that all involved parties are informed and aligned throughout the process. Maria is known for her methodical approach to litigation preparation and is an amazing first line of defense in ensuring that the work product that comes out of your offices is as close to perfect as possible.

With regard to discovery, Maria has been instrumental in implementing efficient procedures that streamline electronic data collection and management. Her expertise in this area has greatly enhanced our firm's litigation support staff the ability to manage other high priority deadlines while she took lead in discovery projects by preparing responses/requests, reviewing and auditing large volumes of electronic evidence, logging deficiencies, preparing deficiency correspondence to adverse counsel, preparing motions compelling responsive documents, and assisting in preparing for hearings while ensuring compliance with all legal and procedural requirements.

One of Maria's standout qualities is her exceptional communication skills with our clients. She has effectively collaborated with many of our clients fostering positive relationships and facilitating smooth interactions. Maria went above and beyond to ensure she was available to our clients when it was most convenient for them, even volunteering to work after hours and weekends to accommodate our client's busy schedules. Her ability to navigate these interactions with professionalism and tact has been invaluable to our firm.



WALTERS GILBREATH PLLC

AUSTIN | DALLAS | HOUSTON | SAN ANTONIO

Maria is a proactive and dedicated professional who consistently goes above and beyond to ensure the success of each case. Her attention to detail, strong organizational skills, and ability to work under pressure make her an asset to any legal team.

I am confident that Maria will bring the same level of excellence and dedication to any future endeavors. I highly recommend her for any position that requires a seasoned professional in civil litigation and discovery procedures.

Please feel free to contact me at if you require any further information.

Sincerely,

Sarah J. Gilbreath



HERRMAN & HERRMAN_{PLLC}
"Always Putting YOU First!"

The Herrman Building
1201 Third Street
Corpus Christi, Texas 78404
Phone (361) 882-4357
Fax (361) 883-7957

To Whom It May Concern:

Re: Maria Estes
Litigation Operations Manager

Dear Legal Team,

I am delighted to recommend Maria Estes for the position of a Litigation Operations Manager at your firm. As the Law Office Administrator at Herrman & Herrman, PLLC, I have had the privilege of overseeing Maria's work and professional growth over the four years she was with us.

Maria has consistently showcased exceptional skills in managing complex litigation cases. Her expertise in case management, discovery procedures, and trial preparation has significantly impacted our firm's operations. She has a comprehensive understanding of litigation case management and the civil litigation rules of procedure, ensuring that the cases on her docket meet legal compliance.

I have observed her talent for establishing strong relationships with clients, attorneys, and court staff. Her professionalism and positive demeanor create a collaborative atmosphere that boosts team performance. Maria's ability to communicate clearly and effectively while explaining procedural laws, discovery processes, and trial preparation to clients in order to ensure to the client that they are well taken care of has been among one of her strongest qualities.

Furthermore, Maria is committed to continuous improvement and keeping up to date with legal procedures. Her proactive approach and strong work ethic reflected in her collaboration with others, the quality of her work, and her effective time management.

I wholeheartedly endorse Maria's application this position at your firm. I am confident that she will bring the dedication, expertise, and professionalism to your legal team. Should you have any questions or need further information, please feel free to contact me at (361) 882-4357 or debbygarcia@herrmanandherrman.com.

Sincerely,

Debby Garcia

Debby Garcia
Law Office Administrator
Herrman & Herrman, PLLC

LAW OFFICES OF THOMAS J. HENRY

521 STARR STREET, CORPUS CHRISTI, TEXAS 78401

Phone: (361) 985-0600 Fax (361) 985-0601

TOLL FREE: 1-800-580-0601

www.ThomasJHenryLaw.com

THOMAS JUDE HENRY
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MICHAEL E. HENRY
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KEVIN L. COCHRAN
MARCO CRAWFORD
RUBEN G. HERRERA
BENEDICT V. JAMES

JAMES R. WILSON
MASON J. LEE
RUSSELL W. ENDSLEY
ANNE-BENNETT COOK

DANIEL R. WILKINSON
KIMBERLY W. SCHOCK
RICH A. KUMAR
ERIC A. WOLFE
BRIAN D. RAYMOND
† LICENSED IN CALIFORNIA

Committed to our Clients

Committed to our Community

EMAIL ADDRESS: gadevera@thomasjhenrylaw.com
CASE MANAGER/PARALEGAL: LAURA MORALES
DIRECT LINE: (361) 561-3406

To Whom It May Concern:

I am writing this letter of recommendation for Maria D. Ochoa for the position of legal assistant/paralegal. I have known Maria since February 2007, when she began working under my supervision as a paralegal at The Law Offices of Thomas J. Henry in Corpus Christi, Texas until approximately November 2008, when she was transferred to work for another attorney.

When I first met Maria, most of the work experience she had was in the field of workman's compensation. While she had some training in basic law practice, she was, at least initially, unfamiliar with Plaintiff's personal injury law. However, she showed the ability to pick up the basic tasks quickly and efficiently and, throughout her stay, made several suggestions that improved the efficiency of my practice. As she quickly mastered the basic tasks, she would be given more complicated assignments, such as drafting motions, pleadings, and discovery, which she completed with efficiency and accuracy.

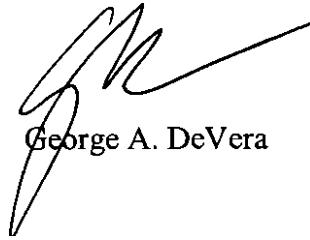
By the time she was transferred to a new attorney, Maria was more than capable of taking a file from intake through the initial pleading and written discovery stages and ultimately to trial if the case did not settle. If I was busy or in trial, Maria would answer basic written discovery with clients for my review. She would also draft basic pleadings and motions with little or no assistance. Most importantly, I had the utmost confidence that Maria could prepare a file for mediation or for trial with minimal guidance because she was familiar of the facts of the case, its strengths and weaknesses, and my own personal preferences in preparing for trial or mediation.

In her time at the office, I also found occasion to get to know Maria on a more personal level. I found her to be enthusiastic about her job with a desire to constantly learn and improve on her knowledge and expertise. She is dedicated, hardworking, thorough, and will give extra time and effort to ensure that a deadline is met or a project is completed in a quality manner.

At work, she is pleasant and gets along well with he co-workers and does not allow her personal life to detract from the quality of her work. In conclusion, I would wholeheartedly recommend Maria Ochoa for a position as a legal assistant/paralegal at any type of law firm and specializing in any type of work. I believe that she has the versatility to be able to adapt to new and unfamiliar areas of law and bring the same qualities to the office as she brought to our offices.

Thank you for your courtesies in this regard. Should you have any additional questions or concerns, please feel free to contact me.

Very Truly Yours,
The Law Offices of Thomas J. Henry

A handwritten signature in black ink, appearing to read 'George A. DeVera', with a stylized, flowing script.

George A. DeVera

The Morgan Law Offices

Main Office
4210 Weber Street
Suite 2
Corpus Christi, TX 78411
Phone: (361) 887-4700
Facsimile: (361) 887-4761
Email: gmorgan@morgan-law.net

July 8, 2006

To Whom It May Concern

Re: Maria Ochoa

Dear Sir/Madam:

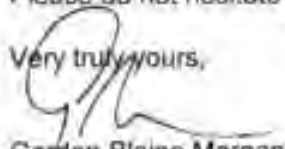
Please allow this letter to serve as my letter of recommendation of Maria for a position with your firm. Maria was always very personable and worked for my law office for over three years. To my knowledge, she had never worked in an office environment before and began to show her willingness to learn immediately. Initially she was the receptionist with duties of filing, faxing, answering the phone, courthouse and commission runs and file preparation. She soon began to prepare me for and accompany me to Benefit Review Conferences and Contested Case Hearings.

Maria genuinely cared for and was very helpful with the clients. She could interview them, determine if there was anything that could be done to help them and give me a briefing as to the facts and issues.

Although changes in Texas Workers' Compensation law have drastically affected my firm causing downsizing, her presence is missed and I wish her the best of luck.

Please do not hesitate to contact me if you have any questions.

Very truly yours,



Gordon Blaine Morgan
Attorney

Westlaco
161 S. Texas Blvd.
Westlaco, TX 78586
Tel: (956) 968-8400
Fax: (956) 968-0700

Pasadena
3033 Bayshore Blvd.
Pasadena, TX
Tel: (713) 777-3794
Fax: (713) 777-3795

MARIA ESTES

Corpus Christi, Texas 78414 | (361) 259-0631

LinkedIn: www.linkedin.com/in/maria-estes-legal

CAREER SUMMARY

With over 20 years of extensive experience in the legal field, I have honed my skills in conducting professional claims evaluations. I am a seasoned claims professional with expertise in third party and first party claims along with all other personal injury claims related to auto claims, medical malpractice claims, and premises liability claims that are all within the insurance carrier industry. Dedicated to delivering exceptional results for clients through a focused and specialized career path in claims management. Highly skilled in investigating, evaluating, and resolving complex, high-loss potential cases with precision and confidence. Possesses a strong academic foundation with a BAAS in Legal Studies and a minor in Pre-Law, providing a unique legal perspective that enhances decision-making and risk mitigation. Experienced in directing Independent Adjusters, Appraisers, and defense attorneys to achieve optimal outcomes while ensuring compliance with federal, state, and organizational standards. Adept at courtroom procedures, evidence presentation, and the rules of civil procedure, bringing a comprehensive and strategic approach to claims management.

COMPETENCIES

- Litigation Process Management: ability to handle matters throughout the litigation process in state and federal courts.
- Trial Preparation: ability to present a trial ready file consisting of trial and exhibit notebooks; ensuring all discovery is supplemented before trial; and ensure all local rules are met in accordance with the county and TRCP.
- Evidence and Supporting Documents: ability to locate key documents; locate privilege information and confidential information; ability to clearly explain discovery requests to clients; explain the intent behind each request; and list documents responsive and supportive to case matters for client to retrieve.
- Legal Document Preparation: ability to draft pleadings, motions, orders, discovery responses with assertion of privilege and objections; prepare trial documents; and legal correspondence to parties and non-parties.
- Analytical Skills: ability to gather and analyze certain types of data for factual investigation, trial preparation, and legal research and writing.
- Communication Skills: ability to read and understand legal terminology and concepts and ability to interact effectively with diverse clients.
- Computer Software Literacy: experienced with word processing programs, such as, Word Perfect, Microsoft Word, Excel, and case management systems (ex: Texas Efile, Pacer, Prevail, Westlaw, Lexis Nexis, Slack, Clio, and Google Drive).
- Commissioned as a Notary Public of Texas; fourth four-year term expires on December 12, 2025.

EMPLOYMENT HISTORY

LITIGATION OPERATIONS MANAGER

WALTERS GILBREATH, PLLC

YEARS EMPLOYED/2022-2024

REMOTE (TEXAS)

[Civil Litigation: Family Law - Divorce, Division of Property, Child Support, & SAPCR]

Summary of Responsibilities: Performed discovery projects from inception to completion. In my role, I strategically managed discovery processes, serving as the central point of contact for assigned discovery matters and collaborating with various staff attorneys, located throughout Texas, to develop tailored case strategies for gathering supporting evidence. This involved adapting to different attorney techniques and styles to ensure successful project completion. I coordinated and managed discovery projects by setting timelines, tracking progress, and maintaining open communication with legal teams and clients. My responsibilities included organizing, reviewing, and producing electronically stored information, as well as assisting in the collection of documents from diverse sources to ensure data integrity and authenticity. I utilized specialized software to process and convert large volumes of documents into reviewable formats and conducted thorough reviews to assess relevance, privilege, and confidentiality, categorizing documents accordingly. Additionally, I prepared and produced documents for multiple attorneys, ensuring compliance with legal standards and deadlines. My role also involved conducting legal research to support discovery efforts across various counties in Texas and leveraging technical expertise to identify and utilize document management and analysis tools. I meticulously maintained detailed records and provided daily updates to attorneys, highlighting any documents that could potentially pose a risk to our clients if presented later. Furthermore, I orchestrated calendars with attorneys and their clients, meeting with clients daily via Zoom or phone calls. I stepped in when clients were unable to communicate with their attorneys, providing positive case updates. I managed projects across four cities with several attorneys, handling discovery from the moment it was served upon our clients to the final filing of our responses, including inputting assertions of privilege and objections. Unlike most legal staff who have a few deadlines a month, my role consisted solely of deadlines, often requiring longer workdays which I am accustomed to, and clients appreciate the kind gesture.

LITIGATION SUPPORT STAFF MANAGER
HERRMAN & HERRMAN, PLLC

YEARS EMPLOYED/2015-2022
Corpus Christi, Texas

[Civil Litigation: Personal Injury & Premises Liability & Employment Law]

Summary of Responsibilities: Responsible for working up all litigation approved cases from commencement through trial. In my role, I was responsible for preparing demands, requesting medical affidavits, and drafting motions, orders, petitions, discovery documents, and general correspondence such as letters and emails. I communicated effectively with various parties, including adjusters, opposing counsel, courthouse clerks, court reporters, and process servers, to ensure seamless case progression. I meticulously managed the attorney trial calendar, incorporating Docket Control Orders and any scheduling-ordered deadlines, court hearings, and deadlines for receiving and responding to discovery requests, as well as mediation and deposition dates, and all other attorney engagements. Additionally, I organized and maintained all client files to ensure efficient access and management of information. My role required proficiency in computer and technology tools, utilizing programs like Word Perfect, Word, Excel, and other necessary applications to perform these tasks effectively.

LITIGATION PARALEGAL
ALLSTATE c/o KERAMIDAS & SARABIA, P.C.

YEARS EMPLOYED/2010-2015
San Antonio, Texas

[Civil Litigation: Personal Injury / Insurance Defense]

Summary of Responsibilities: In my role, I was responsible for preparing all routine pleadings, including drafting original answers, counterclaims, and cross-claims against plaintiffs or third parties. I organized, accumulated, and summarized discovery responses, medical and billing records, and depositions. I retrieved claim files from insurance carriers and adhered to litigation guidelines provided by them, which specified requirements for various matters such as status reports. I communicated effectively with insurance adjusters, medical providers, courts, opposing counsel, witnesses, and other relevant agencies. My responsibilities included coordinating depositions with opposing counsel, court reporting agencies, and other necessary parties, as well as arranging mediation settings, court hearings, attorney-client meetings, attorney-witness meetings, attorney-expert meetings, and opposing counsel conferences. I prepared a wide variety of correspondence to support these activities. Additionally, I meticulously maintained the attorney trial calendar, incorporating Docket Control Orders and any scheduling-ordered deadlines, court hearings, and deadlines for receiving and responding to discovery requests, as well as mediation and deposition dates, and all other attorney engagements. I organized and maintained all client files to ensure efficient access and management of information. My role required proficiency in computer and technology tools, utilizing programs like Word Perfect, Word, Excel, and other necessary applications to perform these tasks effectively.

CIVIL LITIGATION PARALEGAL
THE LAW OFFICES OF THOMAS J. HENRY

YEARS EMPLOYED/2003-2010
Corpus Christi, Texas

[Civil Litigation: Personal Injury & General Practices]

Summary of Responsibilities: In my role, I conducted client interviews and maintained general contact with clients, handling initial intake of potential new clients and updating them on limited case status information without providing legal advice. I communicated effectively with insurance adjusters, medical providers, courts, contract process servers to ensure proper service or due diligence, opposing counsel, witnesses, and other relevant agencies. I coordinated depositions with opposing counsel, court reporting agencies, and other necessary parties, as well as arranging mediation settings, court hearings, attorney-client meetings, attorney-witness meetings, attorney-expert meetings, and opposing counsel conferences. I conducted legal investigations to obtain, organize, and evaluate information from various sources, including police reports, medical and billing records, photographs, court documents, expert reports, technical manuals, product specifications, and statistical data. Additionally, I conducted legal research to identify, analyze, and summarize applicable laws, court decisions, and regulations relevant to a client's case. I meticulously maintained the attorney trial calendar, incorporating Docket Control Orders and any scheduling-ordered deadlines, court hearings, deadlines for discovery responses, mediation and deposition dates, and all other attorney engagements. I organized and maintained all client files and a case status log of all active client cases. My drafting responsibilities included preparing correspondence, interoffice memoranda, citations, deposition notices, various pleadings such as petitions, non-suits, and expert designations, motions including Motion for Continuance, Motion for Substituted Service, and Motion to Compel, as well as requests and responses/objections to discovery, and client settlement breakdowns/disbursements. In trial preparation, I prepared and filed trial documents such as Motions, Trial Witness List, Exhibit List, and Jury Charge, confirmed all discovery was properly supplemented before trial, prepared subpoenas and ensured proper service, and assembled trial and exhibit notebooks. My role required proficiency in computer and technology tools, utilizing programs like Word Perfect, Word, Excel, and other necessary applications to perform these tasks effectively.

LITIGATION PARALEGAL
THE MORGAN LAW OFFICES

YEARS EMPLOYED/2000-2003
Corpus Christi, Texas

[Civil Litigation & Administrative Law: Personal Injury & Workers' Compensation]

Summary of Responsibilities: Conducted client interviews and maintained general contact with client(s); initial intake of potential new client(s) and updated client(s) on limited case status information without providing any legal advice. Communication: communicated with insurance adjusters, medical providers, the related Court, contract process servers (to obtain and verify proper service and/or due diligence had been reached), opposing counsel, witness(es), the Texas Department of Insurance ("TDI") formally known as the Texas Workers' Compensation Commission ("TWCC"), and other relevant agencies. Coordinated Benefit Review Conferences ("BRCs") and Contested Case Hearings ("CCHs"), mediation settings, attorney/client meetings, attorney/witness meetings, attorney/expert meetings, opposing counsel(s) conferences, and other requested and/or required settings. Conducted legal investigations: to obtain, organize, and evaluate information from a variety of sources, such as, police reports, medical and billing records, photographs, court documents, experts' reports, employment manuals, product specifications, and other statistical data. Conduct legal research: to identify, analyze, and summarize the appropriate laws, protocols, and/or regulations for Workers' Compensation and Personal Injury claims to apply to a client's case. Calendaring: maintained attorney calendar with dates for Benefit Review Conferences ("BRC's"), Contested Case Hearings ("CCH's"), Docket Control Orders or any scheduling ordered deadline, discovery deadlines, and all other attorney engagements for the Corpus Christi Office. Organized and maintained organization of client files. Drafted documents: prepared correspondence, demand packets, interoffice memoranda, first original pleadings, first set of discovery requests and responses. CCH and BRC preparation: prepared and filed TDI/TWCC documents, such as, Worker's Designation of Treating Physician, Worker's Request for BRC/CCH, Worker's Request for Temporary Income Benefits ("TIB's"), Supplemental Income Benefits ("SIB's"), Worker's Mileage Reimbursement, Worker's Notice of Impairment Rating, Notice of Counsel and Request for Attorney's Fees. Confirmed and ensured all discovery had been properly supplemented prior to BRC/CCH, and prepared BRC/CCH exhibit notebooks. Computer and technology: Word Perfect, Word, Excel, and other programs needed to perform many of the above tasks.

EDUCATION

BACHELORS IN LEGAL STUDIES & PRE-LAW, MINOR
TEXAS A&M UNIVERSITY - CORPUS CHRISTI

YEARS ATTENDED/2011-2016
Corpus Christi, Texas

Example of Courses taken within this degree plan: Business and Professional Communications; Document Design & Publishing, Law & Evidence, Criminal Procedure, Constitutional Law, USC & Congress; The Legislative Process; Communicating and Persuading; Critical Thinking and Logic; and The Fundamentals of Ethics, and Public Administration.

BACHELOR'S DEGREE -TRANSFER PROGRAM
DEL MAR COLLEGE

YEARS ATTENDED/2006-2009
Corpus Christi, Texas

Examples of Courses taken within this degree plan: Legal Environmental; Civil Litigation I; Civil Litigation II; Law Office Management; Introduction to Paralegal Studies; Introduction to Law; Cognitive Skills; Interviewing & Investigating; Legal Research & Writing; Advanced Legal Research & Writing; Advanced Trial Preparation; Law Office Technology (WordPerfect/Microsoft Word/Excel Studies); Practicum I; Practicum II; and other courses required for transfer. *Groups and Organizations:* Participant of the Legal Professions Club as an active member and as the elected Treasurer; member of the National Honors Society; and an awarded member of the Del Mar College Dean's List in 2006 and 2007.

HIGH SCHOOL DIPLOMA
CALLEN HIGH SCHOOL

YEARS ATTENDED/1998-2001
Corpus Christi, Texas

Club affiliations: member of the National Junior Honor Society; Debate Club; Leadership Club; Spanish Club; Junior Historians Club; Science Club; and the Varsity Basketball Team. Strong participant in annual UIL Choir Competitions and UIL Dance Competitions.

REFERENCES

- ▶ Sarah Gilbreath; Walters Gilbreath, PLLC
- ▶ Debby Garcia, Herrman & Herrman, PC
- ▶ George De Vera; Thomas J. Henry, PC
- ▶ Gordon Morgan; The Morgan Law Offices

Application for a City Board, Commission, Committee or Corporation

Profile

Elizabeth

First Name

Galan

Last Name

Email Address

Street Address

Corpus Christi

City

TX

State

78415

Postal Code

Primary Phone

Alternate Phone

What district do you live in? *

☒ District 2

Current resident of the City of Corpus Christi?

☒ Yes ☐ No

If yes, how many years?

39

Unemployed

Employer

Homemaker

Job Title

Na

Occupation

Work Address - Street Address and Suite Number

Na

Which Boards would you like to apply for?

CIVIL SERVICE BOARD: Submitted

Interests & Experiences

Are you a Nueces County registered voter?

☐ Yes ☒ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Why are you interested in serving on a City board, commission or committee?

To make a difference in the city

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

Are you a current candidate in an election for a non-city public office?

☐ Yes ☒ No

Do you currently serve as an elected official for a non-city public office?

☐ Yes ☒ No

Will you seek re-election to the non-city public office? If not in a non-city public office, please enter N/A

Na

Demographics

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☒ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☒ No

Does your employer or your spouse's employer have a City contract?

☒ Yes ☐ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

☐ Yes ☒ No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☒ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

Na

Board-specific questions (if applicable)

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you resided in the City for at least 3 years?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you held public office during the past 3 years?

☐ Yes ☒ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you over 25 years of age?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you a U.S. Citizen

☒ Yes ☐ No

Question applies to multiple boards

Are you willing to provide an Annual Report of Financial Information as required by the Code of Ethics?

☒ Yes ☐ No

Verification

City Code Requirement - Residency

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-65, which states that all members of City boards and commissions, including ad hoc committees, appointed by the City, must be residents of the city. A move outside the city limits of the city by any member shall constitute automatic resignation from the particular board or commission on which such member served.

☒ I Agree

City Code Requirement - Attendance

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-61, which provides that absences from more than 25% of regularly scheduled meetings during a term year on the part of any board, commission, or committee member shall result in an automatic termination. An absence shall be deemed unexcused unless excused by the board, commission or committee for good cause no later than its next meeting after the absence.

☒ I Agree

Consent for Release of Information

I understand that if any member of the public makes a request for information included in this application or in any attachment (e.g. resume or supporting documentation) for appointment it is subject to and must be disclosed under the Texas Public Information Act. I understand that under the Texas Public Information Act, my home address and home telephone number is subject to public disclosure unless I am elected or appointed to the position which I seek. I hereby consent to the release of my home address and home telephone number should it be requested under the Texas Public Information Act prior to my possible appointment or election. I hereby release the City of Corpus Christi, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Texas Public Information Act.

☒ I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree

Profile

Tony

First Name

Gonzalez

Last Name

Email Address

Street Address

Corpus christi

City

TX

State

78405

Postal Code

Primary Phone

Alternate Phone

What district do you live in? *

☒ District 1

Current resident of the City of Corpus Christi?

☒ Yes ☐ No

If yes, how many years?

26

Bank or America

Employer

Banker

Job Title

Bank management

Occupation

Work Address - Street Address and Suite Number

Downtown chaparral

Work Address - City

Corpus Christi

Work Address - State

Texas

Which Boards would you like to apply for?

CIVIL SERVICE BOARD: Submitted

Interests & Experiences

Tony Gonzalez

Are you a Nueces County registered voter?

☒ Yes ☐ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

None

Education, Professional and/or Community Activity (Present)

Bachelors degree in business administration from University a&m Corpus Christi

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Finance industry

Why are you interested in serving on a City board, commission or committee?

I love a challenge and if commissions committee deals with numbers and disputes. Budgets and policy's

[Upload a Resume](#)

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

No person shall be appointed by the Mayor or Council Members to serve on more than one board, commission, committee or corporation at the same time. If you currently serve as a voting member for a board, commission, committee or corporation are you willing to resign your current seat to serve on another board, commission, committee or corporation?

☒ Yes ☐ No

Are you a current candidate in an election for a non-city public office?

☐ Yes ☒ No

Do you currently serve as an elected official for a non-city public office?

☐ Yes ☒ No

Will you seek re-election to the non-city public office? If not in a non- city public office, please enter N/A

N/A

Demographics

Gender

☒ Male

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☒ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☒ No

Does your employer or your spouse's employer have a City contract?

☐ Yes ☒ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

☐ Yes ☒ No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☒ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

N/a

Board-specific questions (if applicable)

Question applies to CIVIL SERVICE BOARD, CIVIL SERVICE COMMISSION

Have you resided in the City for at least 3 years?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you held public office during the past 3 years?

☐ Yes ☒ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you over 25 years of age?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you a U.S. Citizen

☒ Yes ☐ No

Question applies to multiple boards

Are you willing to provide an Annual Report of Financial Information as required by the Code of Ethics?

☒ Yes ☐ No

Verification

City Code Requirement - Residency

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-65, which states that all members of City boards and commissions, including ad hoc committees, appointed by the City, must be residents of the city. A move outside the city limits of the city by any member shall constitute automatic resignation from the particular board or commission on which such member served.

☒ I Agree

City Code Requirement - Attendance

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☒ I Agree

Consent for Release of Information

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☒ I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree

JESUS A. GONZALEZ

(361) 331-2412 | [REDACTED] | LinkedIn

SUMMARY

Dedicated and personable professional with a background of accounting support and over six years of customer-facing experience, seeking to transition into personal banking. Skilled in building strong client relationships, managing high-volume transactions with accuracy, and maintaining strict confidentiality with financial records. Known for delivering exceptional service, resolving issues with professionalism, and providing tailored solutions that drive customer loyalty. Combining a foundation in accounting with proven interpersonal and sales skills to help clients achieve their financial goals.

EDUCATION

Texas A&M University-Corpus Christi (TAMUCC) — Corpus Christi, TX

Bachelor of Business Administration in Finance — Graduation: Dec 2023 | GPA: 3.42

RELEVANT PROFESSIONAL EXPERIENCE

Accounts Payable Specialist / Accounting Assistant — Water Street LTD., Corpus Christi, TX
Jan 2024 – Jan 2025

- Improved vendor management systems and expanded portfolio, contributing to enhanced financial reporting and audit readiness.
- Prepared and processed quarterly financial reports in accordance with accounting standards, consistently meeting strict reporting deadlines.
- Processed and reconciled 500+ invoices monthly.
- Generated detailed financial reports using CYMA 13 and Excel, supporting management in budget analysis and forecasting.
- Partnered with HR to support recruitment, training, and policy implementation, strengthening cross-departmental workflows.
- Maintained strict confidentiality and compliance when handling sensitive financial information.
- Led team members to improve efficiency in reporting and record-keeping.
- Oversaw the onboarding and integration of new vendors, ensuring compliance with accounting policies and contributing to a scalable financial operations framework.

Bartender — The Executive Surf Club, Corpus Christi, TX

Jul 2019 – Current

- Exceptional customer service in a fast-paced environment, building strong relationships and ensuring repeat clientele.
- Processed high-volume cash and credit transactions, with precision and efficiency.
- Accurately reconciled cash drawers at close of business, identifying and resolving discrepancies to maintain financial integrity.
- Built strong rapport with diverse clientele by actively listening and responding empathetically to individual needs, growing trust and loyalty.
- Experienced in de-escalating conflicts and managing sensitive conversations, through problem solving and adaptive communication.
- Stay current with compliance with ID verification policies, reducing financial and legal risks.
- Maintained detailed knowledge of products and promotions to make tailored recommendations.
- Trained and mentored new team members, reinforcing a culture of accountability, compliance, and excellent service.

SKILLS

Financial Analysis • Accounts Payable & Receivable • Customer Relationship Management • Risk Assessment • CYMA 13 • Microsoft • Customer Relations • Financial Reporting • Cash Handling & Transaction Accuracy • Consultative Sales & Upselling • Team Collaboration & Training • Communication • Time Management • Compliance & Confidentiality

REFERENCES

Rachel Steinburg

General Manager, Executive Surf Club

Email: esc_gm@waterstreetrestaurants.com

Phone: (361) 260-5250

Justin Robison

Bar Supervisor, Executive Surf Club

Email: jmcrobison81@gmail.com

Phone: (720) 469-3132

Jennifer Chavajay

Former Bar Manager, Executive Surf Club

Email: jennifer.chavajay@yahoo.com

Phone: (361) 945-4470

Adrienne Trevino

Head of Human Resources, Waterstreet Company

Email: hr@waterstreetrestaurants.com

Phone: (361) 882-2211

Profile

Mr. Raul E Ramirez

Prefix First Name Middle Initial Last Name

Email Address

Street Address

Corpus Christi TX 78413

City State Postal Code

Primary Phone

Alternate Phone

What district do you live in? *

☒ District 5

Current resident of the City of Corpus Christi?

☒ Yes ☐ No

If yes, how many years?

65

Retired Retired Retired

Employer Job Title Occupation

Work Address - Street Address and Suite Number

6801 Garlic Cricle

Work Address - City

Corpus Christi

Work Address - State

TX

Work Address - Zip Code

78413

Work Phone

361-774-0937

Mr. Raul E Ramirez

Work E-mail address

raul.ramirez.05.rr@gmail.com

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

CIVIL SERVICE BOARD: Submitted

Interests & Experiences**Are you a Nueces County registered voter?**

☒ Yes ☐ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

Yeas. Civil Service Board & Civil Service Commission. I am seeking re-appointment to both.

Education, Professional and/or Community Activity (Present)

EDUCATION: > Texas A&M - Corpus Christi Master of Public Administration (Corpus Christi, TX) (2011) > Texas A&M University Bachelor of Business Administration (Management) (College Station, TX) (1983) > US Army Command & General Staff Officer Course (Fort Leavenworth, KS) (2000) CIVIC & VOLUNTEER: > Board of Directors - KEDT (S. TX Public Broadcasting) > Graduate - Leadership Corpus Christi (Class 44) > Past Vice president - CC Citizens Police Academy Alumni ('16 - '18) > President - 90th Division Association > Past Chair, Voter Registration Subcommittee - League of Women Voters-Corpus Christi ('18 - '22) > Member - Texas A&M Association of Former Students > Member - Texas A&M Hispanic Network

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Civil Service Board Civil Service Commission

Why are you interested in serving on a City board, commission or committee?

Except for some periods of time spent away in military service, I am a lifelong resident of Corpus Christi. I have worked and lived here since birth and consider myself invested in our community. I have spent years gaining valuable experience in the private, public, and non-profit sectors and feel that I can contribute to our community wellness. I have decades of relevant experience in leadership and operational roles that have developed my skills in program-level analysis, decision making and policy development & execution. I consider myself a moderate person who is interested in finding solutions through consideration of pertinent code & policies while collaborating with peers & stakeholders. Specific to the Civil Service Board & Commission, I have a career of experience in training, mentoring, supervising, developing & executing personnel policies and evaluating members of my organizations. While I have the theoretical perspective of civil service through my Masters in Public Administration - the overwhelming qualification I have is in 30 years of leadership & managerial service as a military Officer. In 30 years of service, I have over 14 years assigned as a Commander of multiple organizations. This noteworthy amount of Command time demonstrates my familiarity and experience with personnel regulation, policy and decision making. I have a broad spectrum of experience having supervised, developed, and managed Department of Army Civilians, Soldiers of nearly all ranks and government Contractors. I have the experience that gives me a sincere appreciation for public service by public servants. I have a keen appreciation for public sector regulatory requirements and processes. I analyze situations well and have always considered myself thoughtful and fair. I am a retired Senior Army Officer (Colonel) who has served both on Active and Reserve status with an appropriate level of experience, credentials and recognition spanning my career. Finally, I am civically engaged and work regularly to help our community be better. I am tenacious in my engagements, forthright on positions and have solid planning and execution skills. I am confident that I can help improve and sustain the interests of Corpus Christi as a member of the Civil Service Commission and Board.

Upload a Resume

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

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☐ Yes ☒ No

Are you a current candidate in an election for a non-city public office?

☐ Yes ☒ No

Do you currently serve as an elected official for a non-city public office?

☐ Yes ☒ No

Will you seek re-election to the non-city public office? If not in a non-city public office, please enter N/A

N/A

Mr. Raul E Ramirez

Demographics

Gender

☒ Male

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☒ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☒ No

Does your employer or your spouse's employer have a City contract?

☐ Yes ☒ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

☐ Yes ☒ No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☒ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

All answers are no. I do not sit on any other boards, commissions or corporations and so would not have to resign any other seat.

Board-specific questions (if applicable)

Question applies to CIVIL SERVICE BOARD, CIVIL SERVICE COMMISSION

Have you resided in the City for at least 3 years?

☒ Yes ☐ No

Mr. Raul E Ramirez

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you held public office during the past 3 years?

☐ Yes ☒ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you over 25 years of age?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you a U.S. Citizen

☒ Yes ☐ No

Question applies to multiple boards

Are you willing to provide an Annual Report of Financial Information as required by the Code of Ethics?

☒ Yes ☐ No

Verification

Mr. Raul E Ramirez

City Code Requirement - Residency

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☒ I Agree

City Code Requirement - Attendance

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☒ I Agree

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☒ I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree



Raul E. Ramirez

6801 Galic Circle
Corpus Christi, TX 78413

Colonel (Ret), USA

361-774-0937

OBJECTIVE: Seeking to bring my extensive private, public and non-profit leadership and management experience to civic programs in order to support and improve sustainable community wellness.

CIVIC & VOLUNTEER:

- > Board of Directors – KEDT (S. TX Public Broadcasting)
- > Graduate – Leadership Corpus Christi (Class 44)
- > ('16-'18) Vice President – CC Citizens Police Academy Alumni
- > President, 90th Infantry Division Association
- > Member – Texas A&M Association of Former Students
- > Member – Texas A&M Hispanic Network
- > ('18 – '22) Voter Registration Chair – League of Women Voters-Corpus Christi

PROFESSIONAL EXPERIENCE:

- Army ROTC Recruiting & Scholarship Operations Officer (2006 – 2009 & 2013 – Present) (Dept of Army /GS11)
 - > Serving as the Army Reserve Officer Training Corps (ROTC) Recruiting & Scholarship Operations Officer at Texas A&M – Corpus Christi. Responsible for developing and executing a holistic ROTC recruiting & scholarship program. Serves as the organization lead in monitoring and reinforcing scholastic success of students from entry to graduation. Serves as liaison to university Admissions and Advising departments.
- Brigade Commander (2010-2013) (Commander, Ft Hood Mobilization Brigade) (US Army - Active Duty) (Colonel)
 - > Executive military role providing guidance and oversight in synchronizing all Fort Hood agencies in support of Army Reserve/National Guard mobilizations & deployments. Responsible for over 34K Army Reserve/National Guard Soldiers mobilizing through Fort Hood in support of OIF/OEF Army operations. Developed and sustained a network of multiple partner agencies. Directed a senior-ranked staff consisting of 49 Soldiers, 12 Department of the Army civilians and 83 contractors. Responsible for operational management of North Ft. Hood Training Center and a \$20M/yr budget.
- Two Post-9/11 Overseas Tours (OEF - 2009-2010) (OIF - 2003-2004)
 - > Strategic Planner, Army Materiel Command Southwest Asia (2009-2010) (US Army - Active Duty) (Colonel)
 - Supported strategic-level planning & coordination for Army Materiel Command (AMC) logistical activities stretching between Kuwait, Iraq and Afghanistan. Served as a lead planner across multiple continents, time zones and military agencies.
 - > Mayor (Officer –in-Charge), Camp New York Kuwait (2003-2004) (US Army - Active Duty) (Major)
 - Responsible for executive oversight of a US Forces contingency camp with 8000 Soldiers capacity. Provided logistical, security and life support via military, civilian and contractor agencies to military units moving in/out of Iraq.
- Significant US Army Reserve Leadership Positions (1983 - 2009) (US Army - Reserve Duty)
 - > Battalion Commander
 - > Brigade Executive Officer
 - > Battalion Operations Officer
 - > Division-level Aide de Camp
 - > 3 Company-level Command Assignments
- President, Ramirez & Sons, Inc. (1984 – 2005)
 - > Operational management and resourcing of 50+ year commercial and residential furniture services business with operational area encompassed by Corpus Christi, Laredo, and Brownsville

EDUCATION:

- Texas A&M – Corpus Christi Master of Public Administration (Corpus Christi, TX) (2011)
- Texas A&M University Bachelor of Business Administration (Management) (College Station, TX) (1983)
- US Army Command & General Staff Officer Course (Fort Leavenworth, KS) (2000)

MILITARY DECORATIONS:

- Legion of Merit
- Bronze Star
- Meritorious Service Medal (4)
- Army Achievement Medal (7)
- Army Commendation Medal (4)
- Operations Iraqi Freedom & Enduring Freedom Campaign Medals

Application for a City Board, Commission, Committee or Corporation

Profile

Veronica

First Name

Ramon

Last Name

Email Address

Street Address

Corpus Christi

City

TX

State

78410

Postal Code

Primary Phone

Alternate Phone

What district do you live in? *

☒ District 1

Current resident of the City of Corpus Christi?

☒ Yes ☐ No

If yes, how many years?

5

Driscoll Children's Hospital

Employer

Director of Central Patient Access Services

Job Title

Director

Occupation

Work Address - Street Address and Suite Number

3533 S Alameda St

Work Address - City

Corpus Christi

Work Address - State

TX

Work Address - Zip Code

78411

Work Phone

3618347582

Work E-mail address

veronica.ramon@dchstx.org

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

CIVIL SERVICE BOARD: Submitted

Interests & Experiences**Are you a Nueces County registered voter?**

☒ Yes ☐ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

Bachelor's degree - TAMUCC, Master's - Organizational Leadership and Development - University of the Incarnate Word. Served on Driscoll ISD school Board for 18 years. The last 10 as the board president.

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Any board appointment would be welcome.

Why are you interested in serving on a City board, commission or committee?

I have always served my community. I would like to continue to serve the community of Corpus Christi.

[Upload a Resume](#)

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

No person shall be appointed by the Mayor or Council Members to serve on more than one board, commission, committee or corporation at the same time. If you currently serve as a voting member for a board, commission, committee or corporation are you willing to resign your current seat to serve on another board, commission, committee or corporation?

☒ Yes ☐ No

Are you a current candidate in an election for a non-city public office?

☐ Yes ☒ No

Do you currently serve as an elected official for a non-city public office?

☐ Yes ☒ No

Will you seek re-election to the non-city public office? If not in a non-city public office, please enter N/A

NA

Demographics

Gender

☒ Female

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☒ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☒ No

Does your employer or your spouse's employer have a City contract?

☐ Yes ☒ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

☐ Yes ☒ No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☒ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

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NA

Board-specific questions (if applicable)

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you resided in the City for at least 3 years?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you held public office during the past 3 years?

☐ Yes ☒ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you over 25 years of age?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you a U.S. Citizen

☒ Yes ☐ No

Question applies to CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Are you a qualified voter* residing in the Authority? (Note: Authority includes the following services areas: Nueces County and the municipalities, Bishop, Corpus Christi, Driscoll, Gregory, Banquete, Agua Dulce, San Patricio, Port Aransas and Robstown)

☒ Yes ☐ No

Question applies to CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

The City Council designates at least one of its appointees to represent the interests of the "transportation disadvantaged". "Transportation disadvantaged" is defined as meaning the elderly, persons with disabilities, and low-income individuals. State law does not mandate that the board member be transportation disadvantaged. Can you represent the interests of the "transportation disadvantaged"?

☒ Yes ☐ No

Question applies to CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Explain how you represent the interests of the transportation disadvantaged. (If No, enter "N/A")

The RTA is a integral part of the transportation for disadvantaged. This population relies on this method of transportation for work, school, and personal transportation.

Question applies to multiple boards

Are you willing to provide an Annual Report of Financial Information as required by the Code of Ethics?

☒ Yes ☐ No

Verification

City Code Requirement - Residency

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☒ I Agree

City Code Requirement - Attendance

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☒ I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree

VERONICA RAMON

Patient Access & Revenue Cycle Leader

Corpus Christi, TX | 361-446-8781 | [REDACTED]

PROFESSIONAL SUMMARY

- Healthcare operations leader specializing in centralized patient access, pre-service workflows, and revenue cycle support in hospital and clinic settings.
- Lead end-to-end functions including referral creation, prior authorization, benefits verification, pre-registration, and insurance review.
- Denial review and resolution, including parent/guardian outreach to confirm and update coordination of benefits (COB) and payer sequencing.
- People leader managing one manager, two supervisors, five team leads and 48 staff members; known for coaching, accountability, and service excellence.

CORE COMPETENCIES

Centralized Patient Access • Prior Authorization • Benefits Verification • Denial Review & Resolution • Coordination of Benefits (COB) Patient/Family Outreach • Referral & Patient Work Queues • Pre-Registration & Admissions • Patient Financial Services Partnership • Hiring & Performance Management • Process Improvement • KPI & Productivity Reporting • Policy/Procedure & Compliance • Customer Service Escalations • Budgeting & Resource Planning

PROFESSIONAL EXPERIENCE

Central Patient Access Director

Driscoll Children's Hospital – Corpus Christi, TX | 2022–Present

- Directed day-to-day centralized Patient Access operations (referrals, prior auth procurement, insurance verification/benefits review, and pre-service patient engagement) for two facilities – Corpus Christi and Edinburg, supporting day surgery, ancillary services, Maternal Fetal Medicina, and 25 outpatient specialty clinic locations (office visits and in-office procedures).
- Manage 48 staff members; set priorities, remove barriers, and reinforce consistent, patient-centered service.
- Create short- and long-range planning recommendations for registration and authorization processes; align workflows to operational needs.
- Develop weekly and monthly management reports summarizing department metrics and staff productivity, surface trends, risks, and opportunities.
- Handle escalations and customer inquiries promptly and professionally to support patient/family experience and service recovery.
- Lead denial review and resolution and parent/guardian outreach to verify coverage and update coordination of benefits (COB)/payer sequencing; partner with Patient Financial Services and clinics to reduce repeat denials.

Central Patient Access Manager

Driscoll Children's Hospital – Corpus Christi, TX | 2018-2022

- Managed daily operations across referrals, authorization procurement, pre-service interactions, and insurance review.
- Supervised ~34 staff members and two supervisors; conducted performance reviews, coaching, goal setting, and corrective action when needed.
- Recruited, hired, and onboarded new team members to maintain coverage and continuity.
- Prepared KPI and productivity reporting to balance workloads and strengthen timeliness and quality.
- Departmental policies enforced and assisted with development and rollout of updated procedures and work rules.
- Reviewed and resolved denials by correcting coverage details and updating coordination of benefits (COB) through parent/guardian outreach, in partnership with Patient Financial Services.

Administrative Associate III

Texas A&M University-Kingsville & Army ROTC | 2014-2018

- Led reorganization and rebranding initiative for the Army ROTC program, coordinating stakeholders on new signage and recruiting/marketing opportunities.
- Managed budgets across operating and scholarship accounts; reconciled statements and prepared procurement and travel card reports.
- Processed student scholarships with Financial Aid; verified eligibility and compliance with guidelines using the Order of Merit List.
- Supervised work-study employees, including training, scheduling, and timesheet approvals via TimeTraq.

Patient Access Supervisor

Corpus Christi Medical Center – Corpus Christi, TX | 1997-2008

- Progressed from Registrar to Financial Counselor to Patient Access Supervisor through consistent performance and leadership development.
- Supervised 20 direct reports: managed payroll (Kronos), scheduling, evaluations, coaching, and progressive discipline.
- Led efforts to meet monthly cash-collections goals; implemented recognition for staff achieving individual targets.
- Coordinated mandatory education and compliance training (OSHA, MSDS, patient safety, and quality improvement policies).

LEADERSHIP & COMMUNITY

- School Board President, Driscoll I.S.D. | 2012-2021
- School Board Trustee, Driscoll I.S.D. | 2003-2012

EDUCATION

M.S., Organizational Leadership & Development (MSODL) – University of the Incarnate Word | 2025

Bachelor of Arts (B.A.), Sociology – Texas A&M University-Corpus Christi | 2013

Associate of Arts (A.A.), General Studies – Coastal Bend College | 2013

TECHNOLOGY

Epic • Meditech • OnBase • RightFax • Kronos • Laserfiche • Concur/CANOPY • Banner/FAMIS • Microsoft Office Suite • Adobe • Foxit PDF • Multiple payer/insurance web portals – Availity, TMHP, United Healthcare, OneSource, Cigna, Superior, and others

Profile

Jared

P

Suarez

First Name

Middle Initial

Last Name

Email Address

Street Address

Corpus Christi

TX

78415

City

State

Postal Code

Primary Phone

Alternate Phone

What district do you live in? *

☒ District 2

Current resident of the City of Corpus Christi?

☒ Yes ☐ No

If yes, how many years?

32

Not applicable

Not applicable

Not applicable

Employer

Job Title

Occupation

Work Address - Street Address and Suite Number

Not applicable

Which Boards would you like to apply for?

CIVIL SERVICE BOARD: Submitted

Interests & Experiences

Are you a Nueces County registered voter?

☒ Yes ☐ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

I served in the US Army with my military job being a Food Service Specialist. That was a trade school with some equivalent to some college courses.

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Civil Service Board

Why are you interested in serving on a City board, commission or committee?

As a combat disabled veteran, I have first hand experience in leadership and holding others accountable according to US Army Regulations. This goes hand in hand with being on the Civil Service Board. I had to evaluate my subordinates as well as giving my feedback with promotions and disciplinary actions. I have the capacity for compassion as well as following the rule of law.

Upload a Resume

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

No person shall be appointed by the Mayor or Council Members to serve on more than one board, commission, committee or corporation at the same time. If you currently serve as a voting member for a board, commission, committee or corporation are you willing to resign your current seat to serve on another board, commission, committee or corporation?

☒ Yes ☐ No

Are you a current candidate in an election for a non-city public office?

☐ Yes ☒ No

Do you currently serve as an elected official for a non-city public office?

☐ Yes ☒ No

Will you seek re-election to the non-city public office? If not in a non- city public office, please enter N/A

N/A

Demographics

Jared P Suarez

Gender

☒ Male

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☒ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☒ No

Does your employer or your spouse's employer have a City contract?

☐ Yes ☒ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

☐ Yes ☒ No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☒ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

N/A

Board-specific questions (if applicable)

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you resided in the City for at least 3 years?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you held public office during the past 3 years?

☐ Yes ☒ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you over 25 years of age?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you a U.S. Citizen

☒ Yes ☐ No

Question applies to CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Are you a qualified voter* residing in the Authority? (Note: Authority includes the following services areas: Nueces County and the municipalities, Bishop, Corpus Christi, Driscoll, Gregory, Banquete, Agua Dulce, San Patricio, Port Aransas and Robstown)

☒ Yes ☐ No

Question applies to CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

The City Council designates at least one of its appointees to represent the interests of the “transportation disadvantaged”. “Transportation disadvantaged” is defined as meaning the elderly, persons with disabilities, and low-income individuals. State law does not mandate that the board member be transportation disadvantaged. Can you represent the interests of the “transportation disadvantaged”?

☒ Yes ☐ No

Question applies to CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Explain how you represent the interests of the transportation disadvantaged. (If No, enter "N/A")

I am a disabled combat veteran from the Afghanistan OEF war. As a ambulatory wheelchair user on the spectrum to include a walker and a cane, I can 100% relate to and understand the hardships of public access for the disabled and ADA accessibility. I advocate on my personal time for the disabled/handicap.

Question applies to multiple boards

Are you willing to provide an Annual Report of Financial Information as required by the Code of Ethics?

☒ Yes ☐ No

Verification

City Code Requirement - Residency

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-65, which states that all members of City boards and commissions, including ad hoc committees, appointed by the City, must be residents of the city. A move outside the city limits of the city by any member shall constitute automatic resignation from the particular board or commission on which such member served.

☒ I Agree

City Code Requirement - Attendance

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-61, which provides that absences from more than 25% of regularly scheduled meetings during a term year on the part of any board, commission, or committee member shall result in an automatic termination. An absence shall be deemed unexcused unless excused by the board, commission or committee for good cause no later than its next meeting after the absence.

☒ I Agree

Consent for Release of Information

I understand that if any member of the public makes a request for information included in this application or in any attachment (e.g. resume or supporting documentation) for appointment it is subject to and must be disclosed under the Texas Public Information Act. I understand that under the Texas Public Information Act, my home address and home telephone number is subject to public disclosure unless I am elected or appointed to the position which I seek. I hereby consent to the release of my home address and home telephone number should it be requested under the Texas Public Information Act prior to my possible appointment or election. I hereby release the City of Corpus Christi, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Texas Public Information Act.

☒ I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree

JARED PAUL SUAREZ

Corpus Christi, Texas • District 2 Resident

OBJECTIVE

To serve on the Civil Service Board for the City of Corpus Christi and contribute a commitment to fairness, accountability, due process, and ethical public service. Drawing upon military leadership experience, civic engagement, and firsthand experience navigating governmental systems, I seek to help ensure personnel matters are reviewed impartially and according to established rules and procedures.

QUALIFICATIONS

United States Army Combat Veteran with service in Afghanistan.

Medically retired after honorable military service.

Extensive experience working within structured regulatory, administrative, and procedural systems.

Active participant in Corpus Christi municipal government meetings and public policy discussions.

Strong understanding of accountability, transparency, and public trust in government.

Experienced reviewing policies, regulations, and official governmental documents.

Demonstrated ability to evaluate issues objectively and make decisions based on facts and established standards.

Commitment to ethical leadership and equal treatment under established rules.

LEADERSHIP & PUBLIC SERVICE

United States Army

Combat Veteran – Afghanistan Deployment

Served honorably in support of military operations & sustainment.

Operated within highly regulated environments requiring strict adherence to policies and procedures.

Worked as part of teams responsible for mission execution, accountability, and operational effectiveness.

Developed leadership, discipline, integrity, and sound judgment under pressure.

Community Involvement

Regular participant in Corpus Christi City Council meetings.

Advocate for accessibility, government accountability, and citizen engagement.

Engaged in public policy discussions concerning infrastructure, transportation, ADA accessibility, and municipal governance.

Committed to improving public confidence in local government through transparency and civic participation.

EDUCATION & TRAINING

High School Diploma

Military Leadership and Professional Development Training with Trade School in Culinary Arts

Government Administrative Processes and Regulatory Compliance Experience

Continuing self-study of municipal governance, public policy, and civic administration

AFFILIATIONS

Disabled American Veterans

Veterans of Foreign Wars

Traditional Third Order Secular Franciscan

Community Volunteer and Civic Advocate

Application for a City Board, Commission, Committee or Corporation

Profile

Manuela

First Name

D

Middle Initial

Thompson

Last Name

Email Address

Street Address

Corpus Christi

City

TX

State

78412

Postal Code

Primary Phone

Alternate Phone

What district do you live in? *

☒ District 3

Current resident of the City of Corpus Christi?

☒ Yes ☐ No

If yes, how many years?

52

Solid Rock Church

Employer

Media & Production Director

Job Title

Pastoral Care

Occupation

Work Address - Street Address and Suite Number

3035 Ayers

Work Address - City

Corpus Christi

Work Address - State

TX

Work Address - Zip Code

78404

Work Phone

3618876465

Work E-mail address

media@solidrock.tv

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

CIVIL SERVICE BOARD: Submitted

Interests & Experiences**Are you a Nueces County registered voter?**

☒ Yes ☐ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

Some college Osha certified Construction certification Forklift certification Special needs Production Tech support Pastoral care

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Board of Adjustment Crime Control Airport Board

Why are you interested in serving on a City board, commission or committee?

Corpus Christi

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

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Are you a current candidate in an election for a non-city public office?

☐ Yes ☒ No

Manuela D Thompson

Do you currently serve as an elected official for a non-city public office?

☐ Yes ☒ No

Will you seek re-election to the non-city public office? If not in a non-city public office, please enter N/A

Corpus Christi

Demographics

Gender

☒ Female

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

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Corpus Christi

Manuela D Thompson

Board-specific questions (if applicable)

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Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Have you held public office during the past 3 years?

☐ Yes ☒ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you over 25 years of age?

☒ Yes ☐ No

Question applies to CIVIL SERVICE BOARD,CIVIL SERVICE COMMISSION

Are you a U.S. Citizen

☒ Yes ☐ No

Question applies to multiple boards

Are you willing to provide an Annual Report of Financial Information as required by the Code of Ethics?

☒ Yes ☐ No

Verification

City Code Requirement - Residency

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☒ I Agree