

DATE: 1/14/2018

TO: City Clerk

FROM: Mayor Dee Margo

ADDRESS: 300 N. Campbell, 2<sup>nd</sup> Floor TELEPHONE (915) 212-0021

Please place the following item on the (Check one): CONSENT X REGULAR \_\_\_\_\_

Agenda for the Council Meeting of 1/22/2019

Item should read as follows: Reappointment of Amy Ross to the Civil Service Commission

**BOARD COMMITTEE/COMMISSION APPOINTMENT/REAPPOINTMENT FORM**

NAME OF BOARD/COMMITTEE/COMMISSION: Civil Service Commission

NOMINATED BY: Dee Margo DISTRICT: Mayor

NAME OF APPOINTEE Amy Ross  
(Please verify correct spelling of name)

E-MAIL ADDRESS: \_\_\_\_\_

BUSINESS ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_ PHONE: \_\_\_\_\_

DOES THE PROPOSED APPOINTEE HAVE A RELATIVE WORKING FOR THE CITY? YES: \_\_\_\_\_ NO X

IF SO, PLEASE PROVIDE HIS OR HER NAME, CITY POSITION AND RELATIONSHIP TO THE PROPOSED APPOINTEE:

HAS APPOINTEE BEEN A MEMBER OF OTHER CITY BOARDS/COMMISSIONS/COMMITTEES? IF SO, PLEASE PROVIDE NAMES AND DATES: N/A

WHO WAS THE LAST PERSON TO HAVE HELD THIS POSITION BEFORE IT BECAME VACANT?

NAME OF INCUMBENT: Amy Ross

EXPIRATION DATE OF INCUMBENT: 1/31/2019

REASON PERSON IS NO LONGER IN OFFICE (CHECK ONE): TERM EXPIRED: \_\_\_\_\_  
RESIGNED \_\_\_\_\_  
REMOVED \_\_\_\_\_

DATE OF APPOINTMENT: 1/22/2019

TERM BEGINS ON : 2/1/2019

EXPIRATION DATE OF NEW APPOINTEE: 1/31/2022

PLEASE CHECK ONE OF THE FOLLOWING: 1<sup>st</sup> TERM: \_\_\_\_\_

2<sup>nd</sup> TERM: X

UNEXPIRED TERM: \_\_\_\_\_

# AMY ROSS

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## EXPERIENCE

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- |                                  |  |
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| <b>March 2018 - Present</b>      | <b>Board Member, <i>El Paso Children's Hospital Foundation</i></b>   |
| <b>March 2017 - Present</b>      | <b>Project Management Professional Certification Class Instruction, <i>UTEP P3 Program</i></b>   |
| <b>March 2016 - Present</b>      | <b>Commissioner/ Secretary, <i>El Paso Civil Service Commission</i></b> <ul style="list-style-type: none"><li>• Review and approve agenda for monthly Civil Service Commission Meetings</li><li>• Participate in Civil Service Commission Monthly Meetings</li></ul>   |
| <b>March 2016 - Present</b>      | <b>Board Member, <i>El Paso Children's Hospital (EPCH)</i></b> <ul style="list-style-type: none"><li>• Vice-Chair of Quality Committee</li><li>• Chair of Strategic Planning &amp; Development Committee</li></ul>   |
| <b>December 2012 - Present</b>   | <b>Board Member, <i>Texas Perinatal Association (TPA)</i></b> <ul style="list-style-type: none"><li>• Planning Committee Member for El Paso Chapter</li><li>• IT Committee Chair responsible for implementation of Web based conference calls, updates to TPA website. Responsible for daily posts on Facebook, Twitter &amp; Pinterest.</li><li>• Membership Committee Chair</li></ul>  |
| <b>December 2013 – June 2015</b> | <b>IT Project Manager/Consultant, <i>El Paso Pediatric Consultants (EPIC)</i></b> <ul style="list-style-type: none"><li>• Implemented electronic billing between EPCH radiology systems and EPIC billing company.</li><li>• Created Detailed design document as well as file layout documentation</li><li>• Managed implementation of EPIC web site</li></ul>  |
| <b>July 2000 – July 2010</b>     | <b>IT Project Manager/Account Manager, <i>Ryder</i></b> <ul style="list-style-type: none"><li>• Participated in sales meetings for prospective clients.</li><li>• Concurrently managed up to 5 active projects, each over 100k.</li><li>• Completed costing and timeline requirements for RFP's and RFI's received from clients.</li><li>• Conducted new implementation kick-off meetings as well as coordinated IT resources for new implementations.</li><li>• Managed projects to timeline and cost baselines. Created scope changes whenever a deviation was discovered in either.</li><li>• Provided status reports to upper management</li></ul> |

- Produced all documents for the project (i.e. Scope documentation, Detailed Design Documents, on-going support documents, etc.).
- Evaluated past TM implementations to create a baseline for costing and timeline for future projects.
- Conducted 'Lessons Learned' meetings at the end of each project. Used lessons from other projects to enhance future implementations.
- Provided on-going support to active accounts.
- Created internal Scope Change Process for Ryder

July 2000 –  
December 2002

**Application Launch Manager, Ryder**

- Responsible for managing the Ryder team of TM Application Launch Managers (Subject Matter Experts).
- Worked with internal and external EDI specialists to develop EDI interfaces between Ryder and customers.
- Conducted gap analysis between Ryder requirements and customer's existing interfaces to determine areas of focus during implementation.
- Produced IT Scope documents for the i2 Transportation portion of the customer implementation.
- Translated customer business policies and requirements into TM application and business rules.
- Provided level 2 support to the Production Help desk (internal)
- Provided end-user training to i2 Transportation Manager Ryder users.
- Developed training materials and established 'train the trainer' programs at the Ryder Call Center in Fort Worth, TX.
- Provided initial i2 Transportation Manager Set-up and data entry for new Ryder Customers.

November 1999 –  
July 2000

**Project Manager, Neways**

- As Project Manager for Neways New Zealand, coordinated resources and timeline to meet the aggressive 9-month implementation schedule.
- Responsible for initial data gathering and gap analysis used to determine project timeline and deliverables.
- Coordinated conference calls and on-site meetings during the implementation.
- Responsible for user training and curriculum development for New Zealand.
- Coordinated and provided post-production support

May 1998 – July  
1999

**Enterprise Application Specialist (Irma), Neways**

- As part of a team of 3 people, completed three full BaaN implementation life cycles
- Provided on-site end-user training for departments and managers in Utah, Canada, England and New Zealand
- Wrote reference manuals for the Inventory, Receiving, Call Center, Quality Control, Planning, Purchasing, Production and Shipping Departments
- Established and documented departmental procedures
- Identified departmental needs and provided possible solutions (both within and outside of BaaN)
- Provided employee assessments for department heads in order to identify super users for each department

- Conducted needs assessments for departmental managers to determine training requirements for users.
- Wrote training manuals and designed a standard training program to aid the implementation process at international sites
- Documented formats for new reports for the various departments in BaaN and Safari

April 1997 – August 1998

Laboratory Technician, Neways

- Supervised and trained all laboratory personnel
- Documented SOPs (Systems of Operations) for each formula produced by Neways
- Worked with Quality Control to establish acceptable quality ranges for Neways products
- Conducted stability testing on current and new products
- Researched and developed new personal care products
- Improved current products
- Established preservative testing program

## EDUCATION

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2002 - 2004

MBA, *University of Texas at Arlington*

1993 - 1997

BS, Microbiology, *Brigham Young University*

## CERTIFICATIONS

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2003 - Present

Project Management Professional

Six Sigma Green Belt

BaaN Warehouse & Logistics