

# Application Form

## Profile

Anthony

First Name

Randolph

Last Name

Middle Initial

[Redacted]

Home Address

Suite or Apt

[Redacted]

City

CA

State

[Redacted]

Postal Code

[Redacted]

Primary Phone

[Redacted]

Email Address

## District Locator Tool

### Resident of Supervisorial District:

N/A - Out of County

Grace Bible Fellowship of Antioch

Employer

Program Director

Job Title

### Length of Employment

7

### Do you work in Contra Costa County?

Yes  No

### If Yes, in which District do you work?

3

### How long have you lived or worked in Contra Costa County?

15

### Are you a veteran of the U.S. Armed Forces?

Yes  No

## Board and Interest

### Which Boards would you like to apply for?

Racial Justice Oversight Body: Submitted

**Seat Name**

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**Have you ever attended a meeting of the advisory board for which you are applying?**

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Yes  No

**If Yes, how many meetings have you attended?**

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**Education**

**Select the option that applies to your high school education \***

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High School Diploma

**College/ University A**

**Name of College Attended**

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USF

**Degree Type / Course of Study / Major**

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BA

**Degree Awarded?**

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Yes  No

**College/ University B**

**Name of College Attended**

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**Degree Type / Course of Study / Major**

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**Degree Awarded?**

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Yes  No

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**College/ University C**

**Name of College Attended**

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**Degree Type / Course of Study / Major**

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**Degree Awarded?**

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Yes  No

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**Other Trainings & Occupational Licenses**

Anthony Randolph

## Other Training A

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### Certificate Awarded for Training?

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Yes  No

## Other Training B

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### Certificate Awarded for Training?

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Yes  No

### Occupational Licenses Completed:

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## Qualifications and Volunteer Experience

### Please explain why you would like to serve on this particular board, committee, or commission.

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It is a passion of my to use my work back ground, skills and experiences to foster better relationships with all races, genders and other demographics to better exist in an equitable fashion. Having business management experience in upper level management for over 25 years, having my own small business, serving at Grace Bible Fellowship of Antioch staff, on Grace Arms Board of Directors, Championed major events like Martin Luther King Jr Day & Juneteenth and a leader in the non profit world for the last 5 years. Lastly, I have served on juror for the U.S. District Count for over a year.

### Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)

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see resume

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Upload a Resume

### Would you like to be considered for appointment to other advisory bodies for which you may be qualified?

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Yes  No

### Do you have any obligations that might affect your attendance at scheduled meetings?

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Yes  No

### If Yes, please explain:

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**Are you currently or have you ever been appointed to a Contra Costa County advisory board?**

Yes  No

**If Yes, please list the Contra Costa County advisory board(s) on which you are currently serving:**

**If Yes, please also list the Contra Costa County advisory board(s) on which you have previously served:**

**List any volunteer or community experience, including any advisory boards on which you have served.**

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### **Conflict of Interest and Certification**

**Do you have a familial or financial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed under the "Important Information" section below or Resolution No. 2021/234)**

Yes  No

**If Yes, please identify the nature of the relationship:**

**Do you have any financial relationships with the County such as grants, contracts, or other economic relationships?**

Yes  No

**If Yes, please identify the nature of the relationship:**

### **Please Agree with the Following Statement**

**I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.**

I Agree

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Important Information

1. This application and any attachments you provide to it is a public document and is subject to the California Public Records Act (CA Government Code §6250-6270).
2. All members of appointed bodies are required to take the advisory body training provided by Contra Costa County.
3. Members of certain boards, commissions, and committees may be required to: (1) file a Statement of Economic Interest Form also known as a Form 700, and (2) complete the State Ethics Training Course as required by AB 1234.
4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
6. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.
7. As indicated in Board Resolution 2021/234, a person will not be eligible for appointment if he/she is related to a Board of Supervisors' member in any of the following relationships:
  - (1) Mother, father, son, and daughter;
  - (2) Brother, sister, grandmother, grandfather, grandson, and granddaughter;
  - (3) Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
  - (4) Registered domestic partner, pursuant to California Family Code section 297;
  - (5) The relatives, as defined in 1 and 2 above, for a registered domestic partner;
  - (6) Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

## Anthony Randolph



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### CHANGE/PROGAM/PROJECT MANAGEMENT OFFICE

Over 26 years of managerial experience and strategic program/project management leadership within varied vertical industries, including Healthcare, Insurance and IT organizations. Strong business management expertise and knowledge to lead technical project/program management professionals. Emphasis on development of strong customer relationships and expert knowledge of program/project life-cycle phases from project initiation through project closure. Through knowledge in Change Management practices and experiences implementing enterprise wide change initiatives. Adapt in managing Program Management Office (PMO) organizations and excel in the ability to operate in diverse stressful environments. Results driven by emphasizing conceptual skills, inspiring teams with critical strategic and innovating thinking, risk taking and risk mitigation.

#### STRENGTHS

- **Strategic Thinking:** Lead the transformation of regional business direction from telephony to convergence technology enterprises. Provided direct leadership of regional development and operational strategy. Interacted daily with senior management in support of corporate goals. Conducted project planning and reporting. Purposed operational forecasts. Assisted upper management with preparation of regional and capital budgets. Hired, trained and managed regional staff. Restructured installation business from top to bottom.
- **Risk Management:** Developed project management installation methodology monitoring Project Managers projects through the identification of risk factors and mitigation practices that lowered cost overruns by 29%.
- **Results Orientation:** Increased key corporate utilization capacity indicator from 78% productive time to 85% from prior fiscal year results. Drove the Installation Satisfaction return rate from fourth region to first place from a rate of 2% to 38% over a half year fiscal term.
- **Innovation through Quality Control:** Organized a system assurance process that provided critical steps that focused on the right jobs to help mitigate risk and deliver high customer satisfaction. Reduced overall cost overruns by 8%. Drove positive customer satisfaction responses to 96% and increased the installation 90 day cycle time to 98%.
- **Change Management:** Led or took part in several enterprise wide change initiatives, including video to web base organization, hardware to software platform, and complete overhaul of service delivery organizations.

#### PROFESSIONAL EXPERIENCE

##### Grace Bible/Grace Arms Fellowship of Antioch - Antioch, CA:

*Program Director/Board Member –*

*8/2015 - Present*

Directs staff with major events working with a team of ministries and support teams. Manage all IT/Computer systems, Security alarm systems, website development, and all Media aspects including streaming apps and social media. On the Grace Arms Board I coordinated Grants and fund raising efforts, and participate in Non-Profit strategic board development.

##### Key Business Results:

- Researched and implemented a new cloud based phone system that supports 25 users.
- Launched new online church system that includes online members from across the United States.
- Re-negotiated IT contracts saving \$28,590 per year.
- Successfully negotiated contracts with non-profit organizations & small business organizations.

##### Technical Environment:

- Program Management, Operations Management, Incorporating spirituality into business Non-Profit World, Web Design, Video Editing, Advanced MS Suite Knowledge (Excel, Word, PowerPoint, and MS Projects), Streaming and Audio Visual Media platforms.

##### ARAND Video Services – Pittsburg, CA; Small Business & Family Video Productions:

*Owner/Operator/Program Manager –*

*5/08 - Present*

Developed business for providing professional filming, photo and technical video project management. Maintain strategic planning and decision making for evolving website base technologies. Educate and train staff in the utilization of programs such as Adobe Suite of products, MS Office products including MS Projects, and Visio. Chief vendor contract negotiator for business operations including implementations and project management.

##### Key Business Results:

- Researched and developed an extensive business plan and financial objectives for starting a video production small business organization.

- Successfully launched business for providing professional filming, photo and video productions services.
- Maintain strategic planning and decision making for evolving and change to website base technologies.
- Successfully negotiated contracts with non-profit organizations & small business organizations.

**Technical Environment:**

- Change Management, Program Management, Operations Management, Strong PM Environmental Knowledge, Web Design, Video Editing, Advanced MS Suite Knowledge (Excel, Word, PowerPoint, and MS Projects)

**Siemens – San Jose, CA- 11+ years Managerial Experience with increasing responsibility follows:**

***Regional (PMO) Project Manager Office (Full Time)***

***1/06 – 6/08***

Lead the transformation of regional business direction from telephony to convergence technology enterprises. Provided direct leadership of regional development and operational strategy. Interacted daily with senior management in support of corporate goals; conducted project planning and reporting; proposed operational forecasts; assisted upper management with preparation of regional and capital budgets; hired, trained and managed regional staff, and restructured installation business from top to bottom.

**Key Business Results:**

- Developed project management installation methodology; monitoring PM projects through the identification of risk factors and mitigation practices that lowered cost overruns by 29%.

**Page -2- Anthony Randolph, Phone: [REDACTED] E-mail: [REDACTED]**

- Increased key corporate utilization capacity indicator from 78% productive time to 85% from previous fiscal year. Drove Installation Satisfaction return rate from last to 1<sup>st</sup> place (*a rate of 2% to 38% over a half year fiscal term*).
- Organized system assurance process which provided critical steps, focused on the right jobs, mitigated risk and delivered high customer satisfaction. Reduced overall cost overruns by 8%, drove positive customer satisfaction responses to 96%, and increased the installation 90 day cycle time to 98%.

**Technical Environment:**

- Strong (PMO) Project Office Knowledge, Healthcare Project Management including Kaiser Experience, Advanced MS Suite Knowledge (Excel, Word, PowerPoint, and MS Projects)

***Regional Operations Program Manager (Full Time)***

***5/01 – 1/06***

Managed 22 service Customer Engineers in the delivery of telecommunication and data services in the San Francisco Bay area. Provided regular reporting of customer support/field service activities and business performance metrics to senior management on specific initiatives and assignments. Provided after-hour rosters and support for customer support and field service functions necessary to support the business. Directed product improvements and service delivery model advancements.

**Key Business Results:**

- Restructured Service Delivery Model by introduced ITIL terminology and changed the culture of Customer Engineers from basic telephony switch services to software driven IT model. This reduced the TCO of the service delivery business while realigning 2<sup>nd</sup>/3<sup>rd</sup> level delivery support models.
- Created business case to develop a plan to provide hands on VOIP & Data Networking training. This plan was created as an option to provide another alternative to e-learning for the Customer Engineers in my territory. This program was adopted and successfully integrated into the VOIP corporate transition training curriculum.
- Created thorough career development, behavior and technical training plans which focused on core corporate beliefs, performance competencies and technical skills. This improved the overall performance scores for the entire team from an average total score of 84 to 95 for fiscal year 2004/2005.

**Technical Environment:**

- Strong (PMO) Project Office Knowledge, Healthcare Project Management including Kaiser Experience, Advanced MS Suite Knowledge (Excel, Word, PowerPoint, and MS Projects)

***Enterprise Customer Program Manager (Full Time)***

***3/97 – 5/01***

Accountable for the Service and Operation functions for top 100 International accounts. Managed service escalations, determined strategic account direction & interfaced with a wide variety of organizational divisions, International and domestic locations. Drove key customer initiatives which influenced sales, service & customers revenue projections.

**Key Business Results:**

- Established a consulting change base business initiative which ultimately influenced service business partners to overcome escalations and bureaucracy. Plan was adopted nationwide and resulted in increasing overall top 100 accounts uptime from 89% to 97% FY 2000 to 2001.

- Introduced new marketing tune-up service concept which emphasized on having customer's telecom systems fine-tuned to reduce their operating cost. This was achieved by cleaning up unused ports, maximizing software design techniques, eliminated security risks and costly operating expenses. Increased MAC revenue by 8%.

**Technical Environment:**

- Strong (PMO) Project Office Knowledge, Healthcare Project Management including Kaiser Experience, Advanced MS Suite Knowledge (Excel, Word, PowerPoint, and MS Projects)

**EDUCATION:** University of San Francisco, San Francisco, CA. BS Degree in Organizational Behavior with emphasis on Change Management.

**Managerial & Technical Training Skills:**

- Management & Leadership Skills, Strategic Management, Analyzing Strategic Options, Customer Relationship Management, Implementing CRM, Process Management, Understanding Change Management, Managing High Performers, Create a Retention Strategy, HIPAA Overview, Financial Management & Budgeting Essentials, California State Insurance Licensed (Expired), Operations Management Tools, International Business & Cultural Politics, Management Skills Development, Small Business Administration. IT & Telecommunication VOIP concepts, Voice over IP Essentials, ITIL Infrastructure Training, Data Network Security Systems, DataCommunications I & II, Understanding ACDs and Call Center Technologies, MS Project, MS office (Word, Excel, PowerPoint, Access)