

Vickie Melus, MBA, MPH

Leadership | Strategic Planning | Collaboration

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COVER LETTER

Dear Members of the Hiring Committee,

I am writing to express my interest in the position of County Administrator for Palm Beach County. With over 15 years of experience in executive leadership within government organizations, I am confident in my ability to provide the visionary, results-driven leadership your team seeks to continue advancing the County's goals.

Throughout my career, I have demonstrated the ability to manage complex, multi-agency operations, overseeing substantial budgets, and implementing policies that ensure operational efficiency and fiscal responsibility. I am highly skilled in strategic planning, team management, and fostering strong relationships with elected officials, stakeholders, and community members. My commitment to ethical leadership, combined with a deep understanding of public administration, has enabled me to lead organizations to achieve both short- and long-term goals.

I am particularly drawn to Palm Beach County's focus on sustainable growth, community engagement, and economic development. I am eager to collaborate with the Board, County employees, and external partners to continue advancing these priorities while ensuring effective governance, public service delivery, and enhanced quality of life for all residents.

Thank you for considering my application. I am excited about the opportunity to contribute my skills and experience to Palm Beach County and look forward to the chance to discuss how I can support the County's continued success.

Sincerely,

Vickie Melus

VICKIE MELUS, MBA, MPH

Executive Management | Strategic Planning | Budget Oversight

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EXPERIENCE

Global Security Lead

Apple Inc.

📅 01/2022 - 01/2025 📍 Austin, Texas

- Lead risk assessments, crisis response planning, and security measures for Apple's North and South American operations, ensuring the protection of assets, personnel, and company reputation
- Developed and tested crisis response and evacuation plans for high-risk scenarios, collaborating with cross-functional teams to ensure preparedness across regions
- Managed vendor relationships and oversaw travel security training, reinforcing a culture of safety and operational readiness
- Delivered timely and effective communication with senior leadership to support strategic decision-making and organizational goals

Emergency Management Specialist

Meta (formally known as Facebook)

📅 01/2021 📍 Austin, Texas

- Expanded security requirements and personnel presence for Americas, LATAM, EMEA and APAC operations, eliminated silos/redundancy of effort by aligning regional management teams to form a global standard
- Conducted proactive risk assessments of geographical locations, transportation options, hotels, event venues, data centers and third-party premises to design suitable crisis response plans across the Americas, APAC, EMEA and LATAM regions
- Designed and delivered preparedness training, exercises, and risk mitigation strategies across an operational level and executive level audience
- Built relationships with internal cross-functional partners, local law enforcement, government agencies, public safety, and security professionals for increased crisis response capability
- Defined processes end-to-end and drove improvements for maximum impact and decision-making processes
- Delivered key metrics and data reporting dashboards to monitor opportunities for improvement, progress, and best practices as in support of global business resilience

SUMMARY

Dedicated and results-driven executive with over 10 years of leadership experience in global security operations, crisis management, business analytics, and emergency resiliency within complex, multi-agency organizations. Proven ability to manage large budgets, foster strategic partnerships, and lead cross-functional teams to achieve organizational excellence. Known for innovative problem-solving, ethical leadership, and successfully navigating political and regulatory environments. Seeking to leverage expertise in strategic planning, policy implementation, and community engagement as County Administrator for Palm Beach County

KEY ACHIEVEMENTS



Crisis Plan Optimization

Revamped and implemented 20 regional crisis plans, improving response efficiency across all global regions



Training Strategy Implementation

Delivered comprehensive training to over 500 professionals, enhancing emergency preparedness by 33 percent



Compliance Audit Advancement

Increased compliance audit pass rate to 95 percent through innovative policy development and procedural improvements



Efficient Budget Management

Designed and implemented budget management systems that streamlined resource allocation and improved fiscal accountability

EDUCATION

Bachelor of Science, Neuroscience and Behavior

Florida Atlantic University

📍 Boca Raton, Florida

EXPERIENCE

Chief of Administration and Compliance

Miami Bridge Youth and Family Services

📅 01/2021 - 01/2021 📍 Miami, Florida

- Provided timely communications and actionable intelligence to support the protection of people, assets/intellectual property, and infrastructure of center and related interests/entities
- Ensured procedures and protocols are in place that enable the timely and effective response to, and management of, incidents, alarms, notifications, calls and other central monitoring resources that serve as the hub
- Managed, coached, and mentored a team of compliance professionals responsible for protecting the agency's people, infrastructure, and reputation across Miami Bridge's offices
- Engaged the board of directors and stakeholders in top-down process improvement to promote better duty of care/security capabilities
- Monitored regulatory, contractual, and statutory requirements of DCF licenses, DJJ regulations, and COA accreditation standards and procured new diverse service offerings and eliminated historically failed audit findings
- Integrated security technologies including video surveillance, access control and incident management systems for improved resilience

Emergency Management Planner

Florida Department of Health

📅 01/2019 - 01/2021 📍 Miami, Florida

- Directed the creation of an eighteen-person Disaster Preparedness Program Liaison (DPPL) team responsible for employee health and safety across 18+ sites within Miami-Dade County
- Established sustainable policies, procedures, trainings, and exercises to include an accident reporting tool and a multi-faceted, mandatory employee-level education course, across all operational locations and the creation of a corporate standard for programmatic implementation
- Led Miami-Dade County Hospital Liaisons in crisis and incident management, regional security communications, physical security and risk assessments, management of manned guarding vendors, business continuity and resilience planning, change management, special events support, investigations, and situational awareness
- Served on State Special Needs Registry Design Taskforce, Southeastern Regional Domestic Security Task Force, and Southeastern Homeland Security Unified Command Task Force
- Served as Public Health Preparedness chair of the agency's Performance Management and Quality Improvement (PMQI) team for (CHIP) (CHA) (PMQI) Standards, Annual Progress Report, CHD Workforce Development Plan, and agency strategic plan
- Wrote, developed, and implemented All Hazard Emergency Operation Plan (EOP), Special Needs Shelter (SpNS) Standard Operating Plan (SOP), Cities Readiness Initiative/ Medical Countermeasure Dispensing Plan, BioWatch Plan, Non-Pharmaceutical Intervention Plan, Safety Plan, All-Hazards Crisis Risk Communication Public Information Plan, Continuity of Operations Plan (COOP) and other hazard specific plans
- Researched, drafted, and submitted proposals which resulted in \$225,624 of received grant funds

EDUCATION

Master of Science, Public Health

Florida International University

📍 Miami, Florida

Master of Science, Business Administration

Florida Atlantic University

📍 Boca Raton, Florida

CERTIFICATION

Certified Emergency Manager (CEM)

Issued by the International Association of Emergency Managers (IAEM), with a strong background in disaster response, crisis management, and continuity planning

PUBLICATIONS

Religion and Death in the United States: A Meta-Regression Comparative Assessment of Between-County Mortality Heterogeneity in the United

International Journal of Environmental Research and Public Health

Sissamis F, Villalba K, Garcia J, Melus V, Markentell EJ, Perez LD, Ramirez G

📅 01/2022

🔗 <https://doi.org/10.3390/ijerph19020757>

EXPERIENCE

Sanitation & Safety Specialist

Florida Department of Health

01/2018 - 01/2019 Miami, Florida

- Monitored and enforced EHS laws, regulations, and industry practices through regulatory inspections and in-depth investigations of over 3,000 facilities to include schools, bars, theaters, residential facilities, import and export warehouses, detention/jail facilities, and community pools
- Performed EHS reviews, audits and sanitation and safety assessments to ensure compliance and protection of people, property, and organizational reputation
- Researched and analyzed regional and national EHS metrics, best practices and trends for continuous quality improvement and efficiency of programs and services
- Responded to Hurricane Michael

Emergency Operations Center, Intern

Palm Beach County Emergency Operations Center

01/2017 - 01/2018 West Palm Beach, Florida

- Aligned EOC liaisons with existing cross-agency crisis management and physical security infrastructure, realigning scope of community resiliency and strategic planning through internal engagement
- Real World Response: Zika Outbreak, Hurricane Irma

Director of Fundraising

Global Medical Brigades

01/2013 - 01/2017 Nicaragua

- Provided overall direction by analyzing objectives and needs
- Developed, communicated, built support for, and implemented financial strategies, plans and practices
- Analyzed costs and forecasted and incorporated them into plans within Nicaragua and Honduras

Assistant Controller

Florida Atlantic University

01/2013 - 01/2017 Boca Raton, Florida

- Assessed and analyzed trends and emerging threats before they occurred and assisted in providing predictive recommendations to help mitigate current and future cybersecurity, information security, and real world security vulnerabilities
- Designed and developed in-depth security content that provided guidance to ensure conformance to established industry best practices and regulatory programs
- Managed payroll and scheduling for finance personnel
- Managed financial records and receipts, reconciled daily, monthly, and yearly transactions, prepared balance sheets, and organized and facilitated our \$5.2 billion annual budget meetings

SKILLS

Asana Cybersecurity

Leadership & Governance

Strategic Planning & Execution

Intellectual Property

Microsoft Office Crisis Management

Emergency Resilience

Budget Oversight

Financial Management Collaboration

Stakeholder Engagement

Team Building Talent Development

Policy Development Implementation

Risk Assessment & Mitigation

Public & Community Relations

LANGUAGES

English Native



Haitian Creole Advanced

