



RFP-604871-24/LNF  
Temporary Staffing

Presented To:



Leticia Figueroa, Senior Procurement Analyst  
**Seminole County**  
Resource Management - Purchasing & Contracts  
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Submitted By:

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**OCH SERVICES LLC DBA ON CUE HIRE**  
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# Letter of Transmittal

September 15, 2024

Leticia Figueroa, Senior Procurement Analyst  
Seminole County  
Resource Management - Purchasing & Contracts  
1301 East Second St.  
Sanford, FL 32771  
[lfigueroa@seminolecountyfl.gov](mailto:lfigueroa@seminolecountyfl.gov), (407) 665-7119

Dear Ms. Figueroa:

Thank you for the opportunity to provide Temporary Staffing services to Seminole County (the County). On Cue Hire has been providing staffing services extensively throughout Florida for over five years and is excited to provide them to the County for the next five years (and any contract extensions after that). Our president, Caitlin Herman Wehniainen, has been scaling teams for an additional nine-plus years. This letter is to introduce your proposal reviewers to our company.

Our bid is fully loaded to include worker's compensation insurance, general liability, E&O, healthcare benefits and all other direct or indirect, required or optional expenses. We acknowledge and affirm the work schedule(s), front-office presentation requisite, level of skills and experience required of the temporary staff, and notification and payment regulations as specified in the Statement of Work (SOW). You will find 100% responsiveness to and 100% compliance with the SOW in the Approach and Methodology section of the following proposal.

On Cue Hire has just been awarded Sarasota County's RFP #24255MN Permanent Professional Staff Recruitment Services contract. Now we are eager to help augment your staff of 182,000 employees via temporary staffing, a cornerstone offering of On Cue Hire. We have full capacity to staff per the Position Descriptions in Accounting and Finance, Administration, Case Management, Customer Service, Dispatch, Emergency Services, Mail/Shipping and Receiving, Medical Staffing, Planning, Permitting, Program/Project Management, and Utility Billing.

We acknowledge that our primary role will be to recruit, interview, background check, select, train, hire, provide pay, and assign temporary employees for the County on demand. We



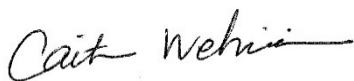
acknowledge and affirm the Draft Agreement in its entirety. We're very honored and excited to support the team of Seminole County Government.

We are financially stable (willing to provide any financial statements requested) and have all the equipment, talent, and resources necessary to perform upon award. Our past performance and references will attest to our capacity and capability. We have included required licenses, permits, insurance, price sheets and organizational papers in the attachments and/or uploads with this proposal. We routinely service clients with a similar Scope of Work and level of demand.

On Cue Hire has no unhappy clients. Our work history, which will be demonstrated throughout our response, is testament to the fact that we always deliver above and beyond expectation, and we have never been terminated for cause or been in a legal dispute with a client, either in private industry, municipal, county, state, or federal government (nor have any members of our team). We have never filed a bid or contract dispute.

We will fulfill all of the requirements of this RFP and will execute an Agreement with the County as specified. We also have the experience and savvy to anticipate needs that might not be stated in the solicitation.

With appreciation and authority to bind, I am sincerely your client services manager,



September 15, 2024

Caitlin Herman Wehniainen, President  
OCH SERVICES LLC DBA ON CUE HIRE  
2255 Glades Rd, Ste 324A  
Boca Raton, FL 33431  
Cell 954-546-0910, [cherman@oncuehire.com](mailto:cherman@oncuehire.com)

Date

# Statement of Qualification/Personnel

## Snapshot

- **On Cue Hire was launched in 2018** and is a certified women-owned business enterprise (WBE) and women-owned small business (WOSB) leveraging 24+ years of experience in Staffing and Managed Services. The company is a domestic corporation and a DBA of OCH Services LLC.
- **In business Six-plus years**, with combined experience of core executives is 24-plus.
- **Headquarters location, address, and contact(s):**
  - 2255 Glades Rd, Ste 324A, Boca Raton, FL 33431
  - Contact: Caitlin Herman Wehniainen, President and authorized to bind, (954) 546-0910, [cherman@oncuehire.com](mailto:cherman@oncuehire.com).
  - Our core management team at On Cue Hire – president Caitlin Herman Wehniainen, operations manager Joshua Wehniainen, and head of recruiting Kendall Leigh, 561-440-6330, [kendall@oncuehire.com](mailto:kendall@oncuehire.com).



- **Description of services firm provides:**

- Staffing Services: By leveraging the best recruitment technology available, we match highly qualified professionals with your requirements. We service both temporary and permanent placements.
  - Strategic Delivery: We close the gap between where you are today and where you need to be by providing and co-managing a team of consultants focused on driving project results.
  - Outsourced Recruitment: We operate as the Talent Acquisition department of your organization by working closely with your leadership to provide on-demand resources.
- **Number of employees:** three at the office, 12-plus remote.

## Vision

OCH is your trusted business partner committed to your organization's success, through providing talented resources. **We bring industry-specific knowledge and the latest AI-driven recruitment technologies to assist you in scaling a team of qualified technology professionals. Whether you're hiring for growth or to combat attrition, we are here to close your talent gaps.** Our team of account managers understand what it takes to deliver top talent and provide a one-to-one consultative approach to our hiring managers. We are available to you, and we have a top-tier talent network.

## History

On Cue Hire is a privately held, certified WBE staffing firm headquartered in Boca Raton, Florida servicing customers nationwide. We are committed to high-caliber talent delivery, supporting our customers when valuable people are needed to bring special projects and innovation to market.

Our core services are placing contract talent, scaling teams for project-based, high visibility initiatives, and also direct-hire staffing. Our core industries supported include State and Local Government, Hospitality, Retail, Healthcare, Insurance and Professional Services. We are committed to delivering excellence by actively recruiting passively seeking and accomplished talent with a mission to add value and improve business efficiency.

**Caitlin Herman Wehniainen** spent over eight years building business and staff for a variety of technology companies before transitioning to full-time staffing. She launched On Cue Hire in 2018 to bring together some of the best in the recruiting and staffing to collaborate with private and public sector organizations at the Director and C-levels nationally to fill contract, contract to hire, and direct placement positions across departments and verticals. She provides:

- Contract Staff Recruiting
- Public Sector and Private Sector Account Management
- Candidate sourcing using various hiring platforms
- Contract Negotiations: RFP, MSA, SOW, TA

- Hiring, Training
- Account Planning
- Staff Augmentation
- Liaison between Human Resources and Business Stakeholders

Here's what you can count on from our team:

- **Consulting** – We listen, discuss technical roadmaps and SLAs and align talent to drive you to success.
- **Speed of Service** – We provide candidates the same week of gaining a job requisition.
- **Great People** – Many of our consultants have done multiple projects through our firm, we align with them as trusted and proven resources.
- **Commitment** – Your success is ours and we're committed to helping you drive organizational results through building great teams.

## Past Performance and References



REFERENCE 1	
<b>Project Name</b>	Information Technology, Outsourced Services (On Cue Hire was a sub-vendor to MAS Technology, the prime is Computer Aid, Inc.)
<b>Agency Name</b>	<b>Lee County Government</b>
<b>Department Name</b>	Information Technology
<b>Contact Person Name, Title</b>	Shawn Salyers, Architect (Current Title: Director of Infrastructure)
<b>Email Address</b>	shawn.salyers@gmail.com
<b>Telephone Number</b>	+63 2 8581 9100
<b>Mailing Address</b>	1825 Hendry St, Suite 302 Fort Myers, FL 33901
<b>Project Description</b>	Information Technology Outsourced Services, Modernization, we staffed a team of 6 to include a Lead Engineer, 2 Systems Administrators, 2 Telecommunications Technicians, and one Website Administrator
<b>Project Amount</b>	2019: \$286, 352.31 / 2020: \$684,978.75 / 2021: \$322,055.25
<b>Project Start/Finish Dates</b>	September 2019-August 2021



<b>REFERENCE 2</b>	
<b>Project Name</b>	Digital Marketing, GA4 Migration and ongoing Analytics, Sub-vendor for ICF International (ICF NEXT Division) who is a government MSP
<b>Agency Name</b>	<b>Various, federal level government</b>
<b>Department Name</b>	Digital Marketing
<b>Contact Person Name, Title</b>	Darren Goldberg, Practice Lead, Digital Performance
<b>Email Address</b>	DARREN.GOLDBERG@ICFNEXT.COM
<b>Telephone Number</b>	703.934.3000
<b>Mailing Address</b>	ICF Address: 1902 Reston Metro Plaza, Reston, VA 20190
<b>Project Description</b>	Google Analytics Migration to Version 4 and ongoing Analytics Support for Government Clients
<b>Project Amount</b>	2023: \$24,121.50 / 2024: \$50,000 projected
<b>Project Start/Finish Dates</b>	Start May 2023, Currently Ongoing Contract



<b>REFERENCE 1</b>	
<b>Project Name</b>	Ongoing Information Technology, Marketing and Other Staffing
<b>Firm Name</b>	<b>Ideal Brands Ltd (All Wood Cabinetry, Ideal Cabinetry)</b>
<b>Department Name</b>	Information Technology
<b>Contact Person Name, Title</b>	Fred Phillips, COO
<b>Email Address</b>	fphillips@idealteam.com
<b>Telephone Number</b>	561-602-6632
<b>Mailing Address</b>	210 Century Blvd, Bartow, FL 33830
<b>Project Description</b>	Ongoing IT Staffing
<b>Project Amount</b>	2019: \$107,564.42 / 2020: \$0 / 2021: \$232,639.37 / 2022: \$416,517.89 / 2023: \$205,757.86
<b>Project Start/Finish Dates</b>	March 2019-Present



<b>REFERENCE 2</b>	
<b>Project Name</b>	Information Technology Staffing
<b>Firm Name</b>	<b>Chenmed</b>
<b>Department Name</b>	Information Technology
<b>Contact Person Name, Title</b>	Hernando Celada, CIO (Current Title is different, works on business side now)
<b>Email Address</b>	hernando.celada@chenmed.com
<b>Telephone Number</b>	954-554-2237
<b>Mailing Address</b>	Chenmed: 1395 NW 167th St, Miami, FL 33169
<b>Project Description</b>	Information Technology staffing, ongoing contract, contract to hire, and direct placement
<b>Project Amount</b>	2019: \$39,000 / 2020: \$403,830.75 / 2021: \$412,812.66 / 2022: \$12,600 / 2023: \$0 (company is positioning for sale, no longer any IT personnel)
<b>Project Start/Finish Dates</b>	October 2019-April 2022



<b>REFERENCE 3</b>	
<b>Project Name</b>	High Volume Restaurant Managerial Staffing
<b>Firm Name</b>	<b>Red Lobster</b>
<b>Department Name</b>	Store Level Staffing
<b>Contact Person Name, Title</b>	Tara Mitchell, Director of Talent Acquisition
<b>Email Address</b>	tmitchell@redlobster.com
<b>Telephone Number</b>	407-734-9969
<b>Mailing Address</b>	Red Lobster: 450 South Orange Avenue, Ste 800, Orlando, FL 32801
<b>Project Description</b>	Placement of Restaurant Managers, General Managers in hundreds of locations across the country
<b>Project Amount</b>	2022: \$128,800 / 2023: \$276,080
<b>Project Start/Finish Dates</b>	August 2022 - Present



<b>REFERENCE 4</b>	
Project Name	Staffing across Sales, Human Resources and Talent Acquisition, Information Technology, Administrative, Operations, Accounting
Firm Name	<b>Cinch Home Services</b>
Department Name	Across Corporate Departments
Contact Person Name, Title	Gina McCort, VP of Regional Sales
Email Address	rmccort@cinchhs.com
Telephone Number	(703) 302-9858
Mailing Address	Cinch Home Services: 4700 Exchange Ct, Suite 300 Boca Raton, FL 33431
Project Description	Contract, contract to hire, and permanent placement across the corporation
Project Amount	2019: \$380,144.05 / 2020: \$531,095.75 / 2021: \$185,910.51 / 2022: \$243,414.77 2023: \$131,380.93
Project Start/Finish Dates	March 2019 - Present

## Working with Human Resources

Human Resources isn't an easy job. The bigger the organization, the more complicated it gets. On Cue Hire prides itself on having positive and painless engagements with HR departments from tiny to immense. These references speak to that:

Tara Mitchell

Red Lobster, Director of Talent Acquisition

tmitchell@redlobster.com

407-734-9969

2022-Present – Red Lobster, placement of high volume restaurant management professionals

Denise Murray

Cinch Home Services & Hertz Corporation, Director of Talent Acquisition

dtancredi9281@yahoo.com

561-542-4703

2019-2021 – Cinch Home Services, placement of contract and direct hire talent across corporate roles

2021 – Hertz Corporation, placement of contract Talent Acquisition professionals

## Qualifications of Staff

Our core management team at On Cue Hire – president Caitlin Herman Wehniainen, operations manager Joshua Wehniainen, and head of recruiting Kendall Leigh – has a combined 24 years of temporary staffing experience.



President **Caitlin Herman Wehniainen's** full resume follows. As do the resumes of the operations and recruiting managers whose snapshots immediately follow.

Business operations manager **Joshua D. Wehniainen**, who has an extensive background in digital marketing, provides the company with:

- Leading the full recruitment cycle and ensuring efficient and effective talent acquisition strategies. Specialize in sourcing, screening, and placing top candidates across various industries, meeting both client specifications and candidate career goals.
- Providing ongoing training and mentorship, enhancing team capabilities in candidate sourcing, client management, and industry best practices.
- Building and maintaining strong relationships with clients and their diverse portfolios, understanding their unique staffing needs and delivering tailored recruitment solutions.
- Developing and implementing data-driven innovative recruiting strategies to attract high-quality candidates.
- Staying abreast of labor market trends and industry developments to advise clients on optimal staffing strategies.
- Streamlining recruitment processes for efficiency and effectiveness, integrating advanced recruitment technologies and methodologies.
- Implementing feedback mechanisms to continuously improve candidate satisfaction.
- Utilizing data insights to drive continuous improvement in recruitment practices.

**Kendall Leigh**, recruiting manager, transitioned from her career as a registered nurse to:

- Leading the full recruitment cycle, ensuring efficient and effective talent acquisition strategies.
- Directing a team of recruitment professionals while fostering a collaborative and high-performance culture.



- Acting as a key point of contact for client consultations, negotiations, and service evaluations.
- Adapting recruitment practices to align with evolving market conditions and client industry shifts.
- Upholding high standards of quality and compliance in all recruitment activities.
- Actively participating in industry events and professional networks to foster relationships, identify talent pools, and stay informed on best practices in staffing and recruitment.

## Caitlin A. (Herman) Wehniainen

Boca Raton, FL 33496, [cherman@oncuehire.com](mailto:cherman@oncuehire.com), 954-546-0910,  
<https://www.linkedin.com/in/caitlinoncuehire/>

### SKILLS

- High-Volume Recruiting
- Public Sector and Private Sector Account Management
- Candidate sourcing using various hiring platforms
- Cold Calling, Business Development
- Executive-level Sales Alignment
- Contract Negotiations: RFP, MSA, SOW, TA
- Hiring, Training
- Account Planning
- Staff Augmentation
- Liaison between Human Resources and Business Stakeholders

### PROFESSIONAL EXPERIENCE

**President**, On Cue Hire, Boca Raton, FL, 2/19-Present

- Collaborate with private and public sector organizations at the Director and C-level nationally to fill contract, contract to hire, and direct placement positions across departments and verticals
- Build teams of highly skilled talent for project-needed assignments on contract basis
- Define job requirements, identify candidates using various tools from Monster, Indeed, LinkedIn, and other Job Board tools
- Engage with customers remotely, nationally on positions in industry verticals from government, retail, healthcare and more
- Manage team of internal recruiters and employees

**Services Account Executive**, Digital Practice , TEKsystems, Ft. Lauderdale, FL, 08/17 – 02/19

- Plan, create, build the Digital Services Practice from ground up regionally
- Execute effective strategies to gain customer intelligence, identify key buyers and business opportunity

- Cold call and meet with customers from manager to executive and C-level to discuss technical challenges relating to digital transformation initiatives
- Develop strategic plans to augment clients' existing staff with onshore and/or offshore resources with key deliverables and performance objectives
- Signed MSAs with several new customers, vastly growing business and taking never before had market share
- Earned all yearly bonus and exceeded yearly forecast 6 months into position
- As a result of success, mentored and promoted direct report recruiter into external sales and split territory
- Built and executed several sole-source, exclusive SOWs to impact high-visibility initiatives within enterprise customer base

**Client Executive- Public and Commercial Sector Sales**, Computer Aid, Inc. (CAI), Coconut Creek, FL, 8/15 – 8/17

- Consult with IT and marketing executives regarding current technology landscape and areas for innovation, cost savings and efficiency-gain
- Primary focus on selling professional services via a fixed-price or time and materials model onshore or offshore
- Identify and establish partnerships with local technology product and software sales representatives to identify opportunities for collaboration and execution of Teaming Agreements
- Grew existing territory by over \$2M in annual sales in first year by executing several new services agreements
- Execute RFP responses for multi-million dollar contracts as prime vendor within the public sector (primarily tolling and transportation client base)
- Responsible for branding and executive relationships through hosting customer councils and sponsoring CIO events

**Account Lead** – Strategic Accounts Sales, TEKsystems, Ft. Lauderdale, FL, 12/10 – 8/15, south Florida market, 1/14 – 8/15

- Responsible for high level strategic business development and customer strategy for south Florida market
- Led sales efforts for Fortune 500 and underperforming accounts with the objective to grow market share and sales revenue
- Assessed gap between current and desired sales performance, then created an account action plan to achieve desired results
- Created strategy for the account to include a plan of attack for acquisition, diversification, and saturation using both technology staffing delivery and Global Services solutions (SOW, Managed Services, Offshore and Nearshore).

- Promoted and managed several Account Managers to support existing client base – holding each accountable for an annual point-to-point and aggregate sales revenue growth
- Developed and strengthened relationships with IT executives, procurement and other key decision makers
- Engaged with customers through strategic meetings to identify business initiatives and subsequent technology projects
- Closed new business deals by negotiating contracts, qualifying customer need and assembling recruiting team to execute
- Managed and maintained 60+ consultants working within top customers, while recruiting for existing active requirements
- Responsible for growth of largest customer, grew net revenue from \$500k to \$1.8M
- Awarded national “2014 Rookie of the Year” award at annual sales conference
- Account Manager – West Palm Beach market, 10/11-1/14
  
- Business development within geographic territory to identify opportunity for IT staffing and services
- Identified key business initiatives and resulting technology projects through regular meetings with clients
- Managed and coached team of recruiter direct reports; held them accountable to daily contact numbers and sales quotas
- Increased net revenue in the territory from 0 to \$1.4M
- Executed services agreements with 20+ brand new, undeveloped accounts
- Recognized as top Account Manager with 0-6 month tenure for highest commission growth, recognized as “Rookie Top 5” Account Managers regionally for highest annual sales
- Opened a satellite office due to growing business
  
- **IT Recruiter, 12/10-10/11**
  - Executed recruiting strategies to identify candidates using various tools
  - Matched candidates’ strengths with clients’ job requirements by evaluating, screening, interviewing candidates
  - Negotiated wages, terms and conditions of employment and gain a commitment from candidates for job requirements
  - Built relationships with industry contacts to provide strong customer service, gain industry knowledge, and generate referrals
  - Identified sales leads and set new client meetings for Account Managers

**Multimedia Journalist, WTVY News 4 (CBS affiliate), Dothan, AL, 4/10-12/10**

- Anchored daily webcasts presenting top news stories

- Wrote, edited and anchored live news segments under deadlines to local community of 60k+ households
- Established strong relationships with key members of community (i.e., police chief, city commissioners, etc.) to be the first local news station to receive breaking news updates
- Created and anchored “Web News Now” segment airing on the 5, 6, 10 PM news

## EDUCATION

University of Miami, Coral Gables, FL, Bachelor of Science in Communication, 12/09, Majors: Broadcast Journalism and Spanish

## Joshua D. Wehniainen

Boca Raton, FL 33434, [josh@oncuehire.com](mailto:josh@oncuehire.com) | 954-228-0762 | [www.linkedin.com/in/jwehniainen](http://www.linkedin.com/in/jwehniainen)

## PROFESSIONAL EXPERIENCE

### Business Operations Manager, On Cue Hire, 09/2019-Present

- Oversee the day-to-day operations of the staffing agency, ensuring efficient and streamlined processes across all departments. Lead a multidisciplinary team to achieve operational excellence and meet business objectives.
- Develop and implement long-term operational strategies in alignment with the agency's business goals. Drive initiatives for process improvement, operational efficiency, and cost reduction.
- Manage key client and vendor relationships, negotiating contracts, and ensuring the delivery of high-quality services. Act as a liaison between the agency and external partners to foster collaborative business relationships.
- Supervise the agency's financial operations, including budgeting, forecasting, and financial reporting. Implement financial controls and procedures to optimize expenditure and increase profitability.
- Work closely with the recruitment team to align staffing solutions with client needs. Ensure optimal allocation of resources and personnel to meet both internal and external staffing demands.
- Establish and monitor key performance indicators for operational efficiency. Analyze performance data to identify trends, make informed decisions, and drive continuous improvement.
- Develop and enforce company policies and procedures to ensure compliance with industry regulations and standards. Stay updated with legal and regulatory changes impacting the staffing industry.
- Foster a positive work environment and culture. Conduct regular training sessions for staff to enhance skills and knowledge, contributing to professional growth and operational proficiency.

- Lead the integration of new technology systems and tools to enhance operational capabilities. Oversee the maintenance and upgrading of existing systems to ensure they meet the evolving needs of the business.
- Proactively identify potential operational issues and implement effective solutions. Manage crisis situations with a focus on minimizing impact and ensuring business continuity.

**Sr. Client Strategist, MoreVisibility, 11/2017-10/2019**

- Responsible for working with clients to oversee their Digital Marketing programs with us, which could include: Paid Advertising (Keyword Search, Media, Social, Display, Programmatic, Online Radio, etc.), Search Engine Optimization, Analytics, Content Strategy, UX and Social Media.
- Collaborate with internal colleagues, responsible for tactical management of the client's advertising, optimization, content and social campaigns.
- Monitor performance and increase client's ROI and conversions through recommendations of new strategies and ideas to test. Report internally to team and externally to client on performance, results and campaign challenges, as well as present new opportunities and ideas.
- Research new advertising channels, platforms or tactics to be considered.
- Develop marketing plans and make client presentations based on their industry, product, target market, etc.
- Handle customer service issues & resolution, along with all client communication.
- Responsible for leading renewals or sales of new programs or services – based on individual client needs, budgets, and goals.

**Director of Digital Marketing, 561 Media, 11/2015 – 11/2017**

- Managed all 60+ marketing clients and internal team of Marketing Specialists
- Collaborated with clients to build effective marketing strategies, implementing strategies, converting campaigns and reporting on progress
- Ran the development/design department within the company
- Worked alongside sales team on all deals related to marketing
- Designed, implement and manage all paid advertising campaigns
- Managed all SEO campaigns, social media campaigns
- Built digital marketing department from scratch, growing the team from one person to 5
- Doubled marketing department's revenue by increasing overall account spend, upselling existing clients on marketing services and increased budgets

**Digital Marketing Specialist, Synchron, 05/2013 – 11/2015**

- Managed and evangelized all of the company's digital marketing initiatives from ground up
- Right hand to co-founder and CEO in terms of all marketing campaigns, developing them from scratch and implementing them hand in hand

- Market high-level IT services, via paid media campaigns and developing innovating ways to increase revenue by increasing company visibility
- Collaborate with sales team to execute highly customized marketing campaigns around target industries, such as insurance and finance and targeting services such as Quality Assurance Testing and Software Development
- Created campaigns including paid advertising on search engines, LinkedIn advertisement creation and execution, SEO, advertising on industry-specific websites, and more
- Collaborated with technical thought leaders inside the company to create client case-studies, industry and service-specific microsites and advertisements
- Relationship building, event sponsorship, networking in the CIO space within south Florida

**Freelance –Web Design/Marketing, 01/2013 - 04/2013**

- Freelance web design and marketing projects
- Collaborated with a select number of clients on designing and developing custom websites utilizing HTML, CSS, PHP for WordPress websites
- Once website was complete, I managed ongoing marketing for clients via SEO and paid advertising

**Online Marketing Specialist, Zgraph, 03/2011 – 12/2012**

- Managed all online marketing and social media campaigns for clients.
- Collaboration and creation of all online marketing campaigns
- Involved with the sales cycle, i.e.: onboard new clients, explain the various online marketing options based on their business needs, build custom marketing campaigns which included SEO, Online Advertising (PPC campaigns), Social Media Advertising (Facebook, Twitter and others), special promotions/campaigns and content writing/blogging
- Run all client relations that involved online marketing
- Meet on a regular basis with all active marketing clients, sharing monthly reports, reviewing clients' goals and understanding on a personal level the needs of our clients.
- Develop over 20 strategic client marketing portfolios from scratch
- Managed several high profile clients including a renowned yacht manufacturer, law firms, and more

**EDUCATION**

Studies toward a Bachelors Degree in Business Administration, Palm Beach State College

**Kendall Leigh**

Miami, FL 33155, [kendall@oncuehire.com](mailto:kendall@oncuehire.com), 561-440-6330

<https://www.linkedin.com/in/kendalloncuehire/>

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## PROFESSIONAL EXPERIENCE

### **Recruiting Manager, On Cue Hire, Boca Raton, FL, September 2019-Present**

- Lead and oversee the full recruitment cycle, ensuring efficient and effective talent acquisition strategies. Specialize in sourcing, screening, and placing top candidates across various industries, meeting both client specifications and candidate career goals.
- Direct a team of recruitment professionals, fostering a collaborative and high-performance culture. Provide ongoing training and mentorship, enhancing team capabilities in candidate sourcing, client management, and industry best practices.
- Build and maintain strong relationships with a diverse client portfolio, understanding their unique staffing needs and delivering tailored recruitment solutions. Act as a key point of contact for client consultations, negotiations, and service evaluations.
- Develop and implement innovative recruiting strategies to attract high-quality candidates and fulfill client staffing requirements. Utilize data-driven approaches to refine recruitment processes and improve placement success rates.
- Stay abreast of labor market trends and industry developments to advise clients on optimal staffing strategies. Adapt recruitment practices to align with evolving market conditions and client industry shifts.
- Streamline recruitment processes for efficiency and effectiveness, integrating advanced recruitment technologies and methodologies. Uphold high standards of quality and compliance in all recruitment activities.
- Champion a positive and engaging candidate experience throughout the recruitment process, from initial contact to placement and follow-up. Implement feedback mechanisms to continuously improve candidate satisfaction.
- Track and analyze key recruitment metrics, providing regular reports to agency leadership on team performance, client satisfaction, and recruitment outcomes. Utilize insights to drive continuous improvement in recruitment practices.
- Actively participate in industry events and professional networks to foster relationships, identify talent pools, and stay informed on best practices in staffing and recruitment.

### **Registered Nurse – Pediatric Emergency Department, JUPITER MEDICAL CENTER, Jupiter, FL, June 2019-September 2019**

- Provide prompt and efficient care to pediatric patients in the emergency department, managing a variety of urgent and life-threatening conditions.
- Conduct thorough assessments of pediatric patients upon arrival, determining the severity of conditions and prioritizing care based on clinical urgency.
- Administer medications, perform emergency interventions, and assist in medical procedures under the direction of physicians, ensuring adherence to pediatric protocols.



- Offer compassionate support and guidance to families and caregivers, explaining patient conditions, treatments, and home care instructions clearly and empathetically.
- Work collaboratively with a multidisciplinary healthcare team, including physicians, specialists, and ancillary staff, to develop and implement comprehensive care plans for pediatric patients.
- Stay prepared for rapid response to critical situations, demonstrating proficiency in emergency resuscitation techniques and the use of life-saving equipment.
- Continuously monitor patient vitals and responses to treatments, making timely adjustments in care plans and coordinating with healthcare providers for follow-up care.
- Maintain accurate and detailed patient records, documenting assessments, interventions, patient responses, and progress in the electronic health record system.
- Adhere to hospital policies, standards of care, and regulatory requirements, actively participating in quality improvement initiatives in the pediatric emergency department.
- Keep abreast of the latest developments in pediatric emergency nursing, attending workshops, seminars, and training to enhance skills and clinical knowledge.
- Manage acute behavioral and psychological episodes in pediatric patients, applying de-escalation techniques and crisis intervention strategies as needed.
- Strictly adhere to infection control protocols and safety guidelines to minimize the risk of infection and ensure a safe environment for patients, staff, and visitors.

**Registered Nurse** – Pediatric Oncology/Hematology , NICKLAUS CHILDREN'S HOSPITAL, Miami, FL July 2018-May 2018

**Staff Nurse on a 28-bed unit, Horizon Nurse Residency Program,**

- Administered anaphylactic chemotherapies and antibiotic therapies (IV and oral) and monitored for and managed infusion reactions
- Performed sterile procedures such as blood cultures, catheterizations, and port accesses
- Utilized skills in areas such as NG tube care, J tube/GJ tube care, catheter care, cast care, JP drains, TPN/Lipids
- Accessed ports and maintained central venous lines including PICC lines
- Monitored and recognized abnormal lab values and administered blood products as indicated
- Practiced time management skills in order to give medications/blood products or do procedures in a timely manner
- Assessed and re-assessed patient's status and reported notable changes to care team in order to renew patient's plan of care
- Educated families and patients regarding mechanism of action of various drugs including chemotherapies, potential side effects, and symptom management
- Worked collaboratively and communicated directly with physicians and patient's during rounds in order to advocate for patient's needs
- Collaborated with members of multidisciplinary healthcare teams to plan, manage, and assess patient treatments



- Managed teams of up to five patients
- Charted timely documentation using the EMR (Electronic Medical Record) Cerner Powerchart

### CLINICAL EXPERIENCE

UNIVERSITY OF MIAMI HOSPITAL, January 2018-April 2018, **Student Nurse:** Medical Intensive Care Unit / Surgical Intensive Care Unit

HOLTZ CHILDREN'S HOSPITAL, September 2017-December 2017, **Student Nurse:** Medical-Surgical Unit / Pediatric Intensive Care Unit

JACKSON MEMORIAL HOSPITAL, September 2017-December 2017, **Student Nurse:** Neurosurgical Unit

### EDUCATION

Bachelor of Science in Nursing May 2018

University of Miami, Miami, FL School of Nursing and Health Studies – One Year Accelerated Nursing Program

Bachelor of Science in Human Environmental Science December 2017

University of Alabama, Tuscaloosa, AL College of Human Environmental Sciences

# Project Understanding & Approach

## Communication Plan and Marketing Strategies

On Cue Hire is dedicated to ensuring seamless and transparent communication with the County throughout each staffing placement. Our comprehensive communication plan is designed to keep the County fully updated and engaged from the initial stages of recruitment to the placement and onboarding.

**Initial Hiring Manager Call and Local Market Analytics:** The cornerstone of our recruitment strategy begins with an in-depth hiring manager call. This initial consultation is critical for understanding the specific requirements of each position, allowing us to tailor our recruitment strategy effectively. Following this call, On Cue Hire may provide detailed local market analytics, including salary benchmarks, candidate availability, and other pertinent data related to the position.



**24-Hour Response Policy:** On Cue Hire maintains a 24-hour response time for any outreach from clients and candidates. This ensures that the County's inquiries, feedback, or requests for updates are addressed promptly, facilitating a smooth and responsive recruitment process.

**Weekly Progress Reports:** Transparency is key to our approach. We send detailed recruiting reports. These reports provide insights into the number of candidates we have engaged with, screened, and where each candidate stands in the recruitment process. This level of detail offers the County a clear view of our recruitment efforts and the progress toward meeting their hiring needs.

**Biweekly Hiring Manager Check-Ins:** To adapt and respond to the evolving needs of the County, On Cue Hire schedules regular biweekly check-ins with hiring managers. These sessions are an opportunity to review the recruitment process, discuss successes, and identify any challenges or obstacles. It also allows us to adjust recruitment strategies and requirements as necessary to better target suitable candidates.

**Robust ATS and Custom Reporting:** Our recruitment operations are supported by a sophisticated Applicant Tracking System (ATS) that features extensive reporting capabilities. This technology enables us to manage recruitment data effectively and provide the County with customized reports tailored to their specific needs and preferences. Our ATS ensures that all recruitment activities are tracked and analyzed, offering actionable insights to refine our recruitment strategies continually.

**Dedicated Account Manager:** To ensure personalized and high-quality service, the County will benefit from a dedicated Account Manager. This individual will be responsible for overseeing all aspects of the communication plan, from coordinating with the On Cue Hire recruitment team to ensuring the County's

requirements and expectations are met comprehensively. The Account Manager will act as the primary point of contact, offering one-to-one white glove service throughout the duration of the project.

On Cue Hire's proposed communication plan is meticulously designed to keep the County informed, involved, and confident in the recruitment process from start to finish. By combining detailed market analytics, stringent response policies, regular updates, and personalized service, we aim to establish a productive and transparent partnership with the County.

## Strategies Across Job Levels

On Cue Hire employs a comprehensive suite of marketing strategies tailored to attract top-tier talent across entry-level, mid-level, and senior-level positions. We don't solely rely on job postings, rather we reach out to and attract talent to come to us. Our approach is multi-pronged, leveraging the latest in digital recruitment platforms, traditional headhunting techniques, and the power of networking through referrals.

Please find below a detailed look at our strategies across different job levels:

### Entry-Level Positions

- **LinkedIn Professional Recruiting Services and Job Boards:** We utilize LinkedIn's Professional Recruiting services and other popular job boards like Indeed to post entry-level job listings. These platforms allow us to target ads based on educational background, skills, and interests relevant to entry-level candidates.
- **Referral Network Program:** Recognizing that great candidates often know other great candidates, we tap into our referral network program, encouraging recent placements and other contacts to refer entry-level candidates they believe would be a good fit.

### Mid-Level Positions

- **LinkedIn, Indeed, Monster, Career Builder, Zip Recruiter and other likeminded job boards and resume databases:** For mid-level roles, we intensify our use of candidate resume databases that pull into our ATS, employing advanced search features to target candidates with the specific experience and skill sets required. We craft compelling job listings and sponsored content that highlights career advancement opportunities and the benefits of joining our client's team. We heavily use LinkedIn to attract passive job seekers, so it is not just those actively on the market whom we are presenting.
- **Headhunting and Cold Outreach:** To complement our digital efforts, we engage in headhunting and cold outreach, directly contacting professionals who have demonstrated success in their fields but may not be actively seeking new opportunities.

- Referral Network Program: Our referral network is especially valuable for mid-level positions, as professionals within our network can recommend peers or colleagues who are ready for a new challenge or a step up in their career.

### Senior-Level Positions

- Executive Headhunting: We employ a dedicated team for executive search and headhunting, leveraging industry contacts and deep market knowledge to identify and approach high-caliber candidates discreetly.
- LinkedIn Professional Recruiting Services: At this level, LinkedIn remains an invaluable tool. We use it to identify and engage with industry leaders, utilizing personalized messaging and targeted ads to showcase high-level opportunities.
- Referral Network and Industry Events: Understanding the power of personal recommendations at the executive level, we heavily rely on our referral network program. We also make strategic use of industry events and conferences to network with potential senior-level candidates, often in a more informal or direct setting, facilitating initial conversations and interest.

Across all levels, On Cue Hire's marketing strategies are designed to attract the best talent by utilizing a mix of modern digital recruitment tools, traditional personal outreach, and the leveraging of an extensive referral network. This holistic approach ensures we can effectively identify and engage with candidates nationwide, filling positions with the best talent available and maintaining a high standard of service for our clients.

## Screening of Employees and Application Form

OCH is your trusted business partner committed to your organization's success, through providing talented resources. We bring industry-specific knowledge and the latest AI-driven recruitment technologies to assist you in scaling a team of qualified technology professionals. Whether you're hiring for growth or to combat attrition, we are here to close your talent gaps. Our team of Account Managers understand what it takes to deliver top talent and provide a one-to-one consultative approach to our hiring managers. We are available to you and we have 24-plus years of experience in building a top-tier talent network.

**Timeframe and Program:** The screening process begins immediately after successful completion of fingerprint and background checks. Procedure:

- Background and Fingerprint Checks: On Cue Hire will ensure that all candidates undergo these checks as part of the pre-employment screening.
- Once cleared, On Cue Hire will coordinate with the County to facilitate onboarding.

- **Policy Compliance:** Adherence to the County policy additional and/or ongoing screening.
- **Record Keeping:** On Cue Hire will maintain records of all onboarded employees, ensuring that only those compliant with the County's requirements continue to be employed.

Methodology for:

**Fingerprinting:** On Cue Hire will conduct a fingerprint background check on each employee via our vendor Sterling Checks which provides us with a Criminal History Record Information (CHRI) report.

**Background Checks:** On Cue Hire will conduct an extensive background check on each employee via our vendor Sterling Checks.

**Drug Testing:** On Cue Hire will conduct a drug test on each employee via our vendor Sterling Checks.

**Verification of Certifications/Degrees:** On Cue Hire will verify degrees utilizing transcript records from highest degree earned, certifications by checking the certification database for active ID number.

## Administration of Payroll

On Cue Hire strictly adheres to all federal and state compensation requirements to ensure our employees are paid fairly and lawfully. We regularly review our pay structures to align with the Fair Labor Standards Act (FLSA), ensuring that wages meet or exceed minimum wage laws, and that overtime is appropriately compensated. Our payroll systems are designed to comply with the Equal Pay Act, providing equitable compensation regardless of gender, ethnicity, or other protected characteristics. Additionally, we stay informed of state-specific wage and hour laws to ensure local compliance for all On Cue Hire staff at the County sites. Through meticulous record-keeping and transparent communication with our staff, we guarantee that compensation practices are just, competitive, and fully compliant with all regulatory standards.

On Cue Hire employs a robust data analytics framework, Applicant Tracking System and HR and Payroll system to meticulously maintain records for all positions, including detailed pay rate documentation. Our applicant tracking system is well-organized, ensuring that data on candidates, from initial application through to hiring and beyond, is accurately captured and readily accessible. This system not only streamlines the recruitment and staffing process but also provides us with the analytics necessary to monitor compensation trends and maintain competitive pay rates, ensuring compliance with industry standards and regulatory requirements.



On Cue Hire will provide the County Human Resources department with comprehensive reports as requested, utilizing our advanced reporting system. These reports will include detailed analyses on contract pay rates, fill rates, and other metrics critical to staffing oversight. Our system ensures that these reports are generated with precision and delivered in a timely manner, offering the County the insights needed to make informed decisions about their staffing needs and budget allocations.

## Paychecks

On Cue Hire uses ADP Payroll Software and we are a registered Employer with the state of Florida withholding all required federal and state-level tax deductions for withholding taxes, social security, etc. We onboard all of our consultants as W2 employees of our business.

## Contributions

On Cue Hire is a registered employer with the State of Florida and we have an active account with the Unemployment division. We make all contributions required for state unemployment and process claims as required and indicated.

## Onboarding

On Cue Hire aligns our Account Manager to our client upon onboarding. The Account Manager will ensure that she is in contact with the representative from the County and that start date details are provided in advance of candidate start date. Then, those start date details (building location, address, where to park, what to wear, what to bring with them, ways to prepare and more) are provided numerous times to the candidate, via email, SMS, and calendar invite, to ensure they have all of their first day details in writing and confirmed, ready to begin the assignment successfully.

## Replacement of Employee

On Cue Hire is committed to replacing staff promptly, ensuring minimal disruption in business as possible. We maintain a diverse pool of highly qualified candidates, each possessing specific, specialized expertise and professional competence in their respective fields. This enables us to provide replacement candidates who not only meet the general requirements but also align closely with the specific areas and subjects requested by the County for coverage. Our proactive staffing approach and rigorous vetting process ensure that we can swiftly match the right replacement to the right role, upholding the quality and continuity of the County's operations.



## Staffing Vendor Law Compliance

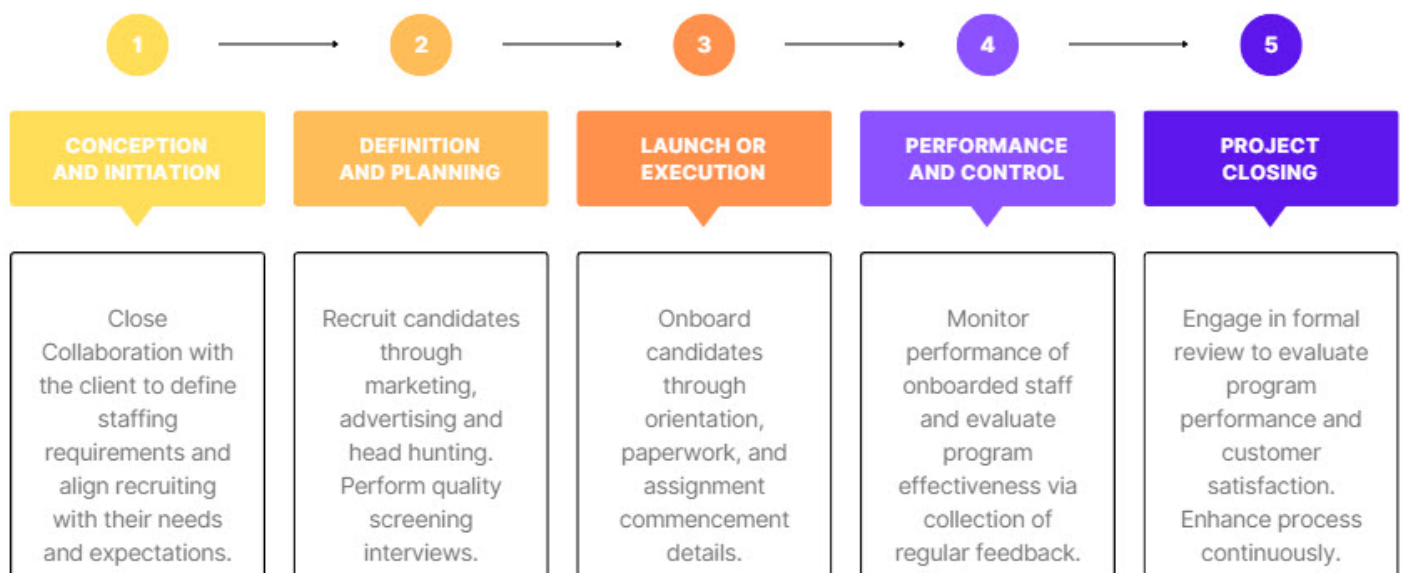
On Cue Hire is committed to full compliance with all laws, rules, and regulations applicable to vendors of staffing services. We maintain rigorous adherence to labor laws, equal employment opportunities, data protection statutes, and standards relevant to the County. Our compliance team ensures that all hires are thoroughly vetted for legal work status, certification requirements, and adhere to the specific regulations concerning county-level government. Our operation is built on transparency, accountability, and a steadfast commitment to operating within the legal framework established for staffing services.

## Permitting and Licensing

On Cue Hire holds active all necessary permits, licenses, and employment verification processes (i.e., I-9 verification) as required by Federal, State, and local statutes.

## Staffing Timeline

On Cue Hire is dedicated to offering flexible and adaptive staffing solutions to meet the evolving needs of the County. We understand that each client setting is unique and are prepared to provide customized staffing modifications as required. Whether it involves adjusting the number of candidates, altering the qualifications or specialties, or implementing new strategies to better align with your goals, we are committed to collaborating closely with you to ensure your specific requirements are met. Our goal is to be a dynamic partner, capable of responding effectively to any changes or challenges that arise in the County's staffing needs.



On Cue Hire employs a structured and phased methodology to effectively assess, process, and implement its recruiting and staffing program, with each phase carefully delineated to ensure clarity and efficiency. This process commences upon the completion of contract negotiations and is outlined as follows:

**Assessment Phase (Duration: 1-2 days from staffing request):** This initial phase involves a comprehensive assessment of the County's specific recruiting/staffing need. Our team will collaborate with your representatives to understand the required qualifications, specializations, and roles to fill. This phase may include site visit, discussions with key personnel, and review of past staffing patterns to tailor our approach.

**Recruitment and Screening Phase (Duration: 1-3 weeks):** Following the assessment, we embark on a targeted recruitment campaign. This phase involves advertising and head hunting for candidates on various job boards and platforms, screening of candidates, and conducting preliminary interviews. Our focus is on attracting a diverse pool of qualified candidates that meet your specific requirements.

**Onboarding and Deployment Phase (Duration: 2 weeks):** Selected candidates undergo a rigorous onboarding process, orientation on the County's policies and procedures, including site-specific protocols, and signing of introductory letter and documents. Our automated system manages scheduling of candidate's engagement with the County. This phase ensures that the candidates are well-prepared, aligned with the County's expectations and ready to be onboarded if selected.

**Monitoring and Evaluation Phase (Ongoing):** Once deployment commences, On Cue Hire periodically monitors the performance of the staff member and the effectiveness of the recruiting/staffing program. Feedback is sought from the client, and adjustments to our program are made as necessary. This phase is critical for ensuring long-term success and adaptability of the program.

Each phase is meticulously planned and executed, with clear timelines to ensure transparency and efficiency. Our methodical approach ensures that from the initial assessment to the ongoing management of consultants, the County receives a high-quality, tailored staffing solution.

On Cue Hire is dedicated to ensuring the highest level of satisfaction and fit for the County, and in the event that an assigned employee is deemed unfit, we will promptly provide an alternate employee. Our extensive pool of qualified candidates allows us to quickly identify and deploy a replacement who meets your specific requirements and standards. We understand the importance of continuity and the right match in professional settings, and our responsive approach ensures that a suitable alternative is provided with minimal disruption to your operations. This commitment is part of our pledge to maintain flexibility and adaptability in meeting the County's staffing needs.

Here's what you can count on from our team:

- **Consulting** – We listen, discuss technical roadmaps and SLAs and align talent to drive you to success.



- **Speed of Service** – We can provide candidates the same week of gaining a job requisition.
- **Great People** – Many of our consultants have done multiple projects through our firm, we align with them as trusted and proven resources.
- **Commitment** – Your success is ours and we're committed to helping you drive organizational results through building great teams.

## Invoicing, Payroll & Audits

On Cue Hire uses software for time keeping, approval, and invoicing. All placed staff will have to input their time using the time keeping software, by clocking in and out. We can distinguish between shifts, from a full day to a few hours.

Our timekeeping system automates the recording of time worked, but we also implement checks for verification:

- **Check-In/Out:** Employees are required to check in and out through our system, either online or via mobile device or on-site at the County, creating a digital timestamp.
- **Administrative Approval:** Timecards are then reviewed and approved by the site administrator to ensure accuracy before processing.
- **Audit Trails:** Our system maintains an audit trail for any changes or approvals, adding an additional layer of verification.

Our timecards are designed to be clear and concise, detailing:

- **Employee Information:** Name and position.
- **Hours Worked:** Broken down by day.
- **Rates and Totals:** Clear display of rates, hours worked, and total amount due.
- **Approvals:** Signatures or emailed/digital approvals from site administrators.

On Cue Hire will onboard the timecard and data Business Plus platform for this project assignment.



Furthermore, On Cue Hire tracks all filled positions via our Applicant Tracking System, Bullhorn, through which we can generate reports on total filled absences and vacancies. We can generate reports on total fill rates and percentages.

Our ATS can generate real-time data on fill rates, offering customized reporting capabilities as per requirements set forth. These can be provided on a weekly or monthly basis as per the County's requirements.

On Cue Hire's reporting will include cost analyses, comparing expenditures and savings year over year to help the County in budget planning and financial assessments. We agree to provide these reports on a regular schedule agreed upon with the County, such as monthly, or as requested. Our ATS reporting customization and frequency is flexible and we are committed to providing any additional reports that the County finds of interest or importance.

On Cue Hire uses:

- Predictive Analytics: Utilizing historical data, our system can predict future staffing needs and challenges, aiding in proactive planning.
- Performance Metrics: We employ a metrics-driven approach for continuous improvement, tracking performance indicators such as retention rates.

Our goal is to provide the County with a transparent view into our staffing processes and outcomes, enabling both strategic oversight and tactical adjustments. This data-driven approach ensures that the County has all the information necessary to assess the performance and value of our staffing solutions.

# Warrants, Affirmations, and Attachments

## Warrants

### Quality



At On Cue Hire, we employ cutting-edge recruiting platforms and an extensive network to attract top-tier talent for the County sites. Our rigorous screening and behavioral interviews ensure only the most qualified and dedicated candidates are selected. Candidates receive specialized training to meet the County's high standards and seamlessly integrate into your environment. Our streamlined onboarding process focuses on efficiency, swiftly transitioning new hires into their roles. Our advanced management system efficiently matches candidates to vacancies, prioritizing location, expertise, and availability. On Cue Hire is dedicated to providing the County with reliable staffing solutions.



Every employee assigned to the County will uphold reasonable standards of skill, integrity, and reliability, and is fully prepared to perform all duties associated with the role. Each candidate is carefully selected based on their expertise and ability to adapt to the specific requirements of the role. To further equip our employees, On Cue Hire provides a comprehensive training packet as part of their onboarding process. This training must be thoroughly read and understood by the employee before starting their assignment, ensuring they are well-informed about the County's policies, procedures, and expectations, thereby facilitating a smooth transition and effective performance in their role.



### Legal



On Cue Hire is committed to full compliance with all laws, rules, and regulations applicable to vendors of staffing services. We maintain rigorous adherence to labor laws, equal employment opportunities, data protection statutes, and standards relevant to the County. Our compliance team ensures that all hires are thoroughly vetted for legal work status, certification requirements, and adhere to the specific regulations concerning county-level government. Our operation is built on transparency, accountability, and a steadfast commitment to operating within the legal framework established for staffing services.



### Compensation

On Cue Hire strictly adheres to all federal and state compensation requirements to ensure our employees are paid fairly and lawfully. We regularly review our pay structures to align with the Fair Labor Standards Act (FLSA), ensuring that wages meet or exceed minimum wage laws, and that overtime is appropriately compensated. Our payroll systems are designed to comply with the Equal Pay Act, providing equitable compensation regardless of gender, ethnicity, or other protected

characteristics. Additionally, we stay informed of state-specific wage and hour laws to ensure local compliance for all consultants at the County sites. Through meticulous record-keeping and transparent communication with our staff, we guarantee that compensation practices are just, competitive, and fully compliant with all regulatory standards.

On Cue Hire assumes full responsibility for the timely and accurate compensation of our employees' wages and benefits. We ensure that all employees receive their due wages, reflecting their hours worked and the roles they fulfill, including any applicable overtime or special duty pay. Benefits are administered in accordance with the agreed-upon terms, and we ensure that they align with industry standards to provide our staff with a comprehensive compensation package. Our dedicated payroll team manages all aspects of compensation and benefits, relieving the County sites of administrative burdens and ensuring that our employees are supported and valued for their contributions.

## Background Checks

On Cue Hire rigorously adheres to the Florida Laws and Employment Policies by conducting thorough background checks and fingerprinting for all prospective employees. We partner with accredited agencies to ensure that fingerprinting is conducted accurately and that the results are meticulously reviewed for compliance with safety standards. Additionally, we verify that each employee possesses the required certifications, maintaining a strict protocol to ensure that all staff members meet the experience, educational and safety qualifications mandated by state law and county policies.

## Technology and Data

On Cue Hire employs a robust data analytics framework to meticulously maintain records for all positions, including detailed pay rate documentation. Our applicant tracking system is well-organized, ensuring that data on candidates, from initial application through to hiring and beyond, is accurately captured and readily accessible. This system not only streamlines the recruitment and staffing process but also provides us with the analytics necessary to monitor compensation trends and maintain competitive pay rates, ensuring compliance with industry standards and regulatory requirements.

On Cue Hire will integrate an automated system to streamline the onboarding, scheduling, timekeeping, and payroll processes. We will utilize a software that facilitates a seamless transition from recruitment to placement, enabling efficient management of assignments and real-time tracking of attendance and hours worked. We will work to make sure that the automation extends to our ADP payroll system, ensuring accuracy and timeliness in compensation, reducing errors, and allowing for immediate adjustments to scheduling as needed, thus providing the County with a reliable and responsive staffing solution.





On Cue Hire will utilize our QuickBooks software to accurately record, maintain, and reconcile invoices related to placement. This system will automate the invoicing process, ensuring that all financial transactions are captured in real-time and are easily traceable, providing a clear audit trail. We will enable reconciliation of hours worked with invoices issued, thus ensuring transparency and accuracy in billing for the County.



## Reporting

On Cue Hire will provide the County Human Resources department with comprehensive reports as requested, utilizing our advanced reporting system. These reports will include detailed analyses on contract pay rates, fill rates, and other metrics critical to staffing oversight. Our system ensures that these reports are generated with precision and delivered in a timely manner, offering the County HR the insights needed to make informed decisions about their staffing needs and budget allocations.



## Information

On Cue Hire prioritizes the protection of the County's proprietary and confidential information. We require all assigned employees to adhere strictly to confidentiality standards, safeguarding any sensitive information they may encounter while on assignment. As part of our commitment to this principle, each candidate is required to sign an employment agreement that explicitly states their obligations regarding confidentiality and the protection of intellectual property. This agreement reinforces our dedication to maintaining the integrity and security of the County's valuable information.



## Conduct

On Cue Hire is committed to upholding the highest standards of professional conduct and will diligently follow the County's established processes for investigating and managing concerns related to performance issues. In the event of such allegations, our team will collaborate closely with the County, ensuring a thorough and fair investigation is conducted. We will adhere strictly to the County's protocols, providing all necessary support and documentation, and take appropriate actions based on the findings, including corrective measures as required. Our approach is rooted in transparency, accountability, and a shared commitment to maintaining a safe and effective environment.



## Customer Satisfaction

On Cue Hire is dedicated to ensuring the highest level of satisfaction and fit for the County, and in the event that an assigned employee is deemed unfit by the County, we will promptly provide an alternate employee. Our extensive pool of qualified candidates allows us to quickly identify and deploy a replacement who meets the County's specific requirements and standards. We understand the importance of continuity and the right match, and our responsive approach ensures that a suitable alternative is provided with minimal disruption to the County's



operations. This commitment is part of our pledge to maintain flexibility and adaptability in meeting the County's staffing needs.

## Replacements

On Cue Hire is dedicated to offering flexible and adaptive staffing solutions to meet the evolving needs of the County. We understand that each Client setting is unique and are prepared to provide customized staffing modifications as required by the County. Whether it involves adjusting the number of candidates, altering the qualifications or specialties of staff, or implementing new strategies to better align with the County's goals, we are committed to collaborating closely with the County to ensure their specific requirements are met. Our goal is to be a dynamic partner, capable of responding effectively to any changes or challenges that arise in the County's staffing needs.

## Affirmations

On Cue Hire acknowledges the RFP-604871-24/LNF Temporary Staffing in its entirety, including but not limited to:

- Temporary\_Staffing\_(Addendum\_#1\_Revision)
- Addendum #2
- Addendum #3
- Addendum #4
- Draft\_Agreement\_(RFP-604871-24)
- Exhibit\_C\_-\_Price\_Proposal
- INSURANCE\_CONFIRMATION
- SIMILAR\_PROJECT\_EXPERIENCE\_5

## Attachments

- Attachment 1 – Candidate Resumes
- Attachment 2 – Certificate of Insurance
- Attachment 3 – Certificate of Good Standing
- Attachment 4 – Sunbiz.org Business Registration
- Attachment 5 – Florida WBE Certificate
- Attachment 6 – WBENC Certificate
- Attachment 7 – On Cue Hire Sample Application
- Attachment 8 – On Cue Hire Standard Warranty
- Attachment 9 – Capabilities Statement

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## License Sanctions

In the last five years.

NONE



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## Confidential File(s)

NONE



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## Following Resumes

On Cue Hire currently has the full compliment of the 22 skills required in the RFP. Following are samples thereof. Exact resumes will be supplied upon award.

# Accountant Resume

## Sanford, FL

College graduate with an associate in arts (A.A.) in Business Administration – Finance with 13+ years of work experience. Aiming to leverage academic experience and a proven knowledge of financial statements, budgeting, and accounts receivable to successfully fill the Finance role at your company. Frequently praised by my peers and can be relied upon to help your company achieve its goals.

### **Skills**

- Microsoft Excel
- QuickBooks
- Microsoft Word
- Sage Intact
- Bank Reconciliation
- Accounts Payable
- Accounts Receivable
- Software Troubleshooting
- Accounting
- Accounting Software
- Insurance Sales
- Financial Statement Preparation

### **Professional Experience**

#### **Senior Accountant**

##### **OASIS CORPORATE HOUSING-Tampa, FL September 2021 to Present**

- Led and assisted in the successful migration to a new accounting software, ensuring a seamless transition and improved efficiency.
- Assisted the controller in the preparation of financial statements, including balance sheets, income statements, and cash flow statements
- Manage a team of accountants that handle international bookings and identify areas for cost reduction or revenue enhancement.
- Prepare financial reports for our foreign currencies in both account receivables and payables.
- Developed gameplans and strategies to manage expectations of our annual budgets and margins.
- Conducted periodic P&L audits to assess the effectiveness of internal controls.
- Handle month-end bank reconciliations for all foreign accounts including GBP and EUR.
- Utilize excel to perform VLOOKUP's and prepare added income reports to be reviewed by managements.

#### **Business Solutions Accountant / Claims**

##### **NEW YORK LIFE-Tampa, FL June 2016 to September 2021**

- Go over financial risks with customers when considering cancelling employees life insurance policies.
- Provide analysis on budget variances and recommend corrective actions for customers.
- Appointed as a subject matter expert to assist other associates within the team.
- Prepare financial reports and presentations for management review.
- Coordinate with other departments to gather necessary financial information to issue death claim payouts.
- Identify opportunities to streamline accounting processes and improve efficiency when it comes to payouts for claims.

#### **Customer Care Specialist / Champion Agent**

##### **TRAVELCLICK-Orlando, FL March 2015 to June 2016**

- Provide efficient and prompt customer follow-up on unresolved issues.
- Handle phone calls to trouble shoot issues on company products for existing customers.
- Educate customers on the TravelClick products and training resources available.
- Identify and communicate critical issues quickly and escalate to appropriate support team.

#### **Product Support Specialist**

##### **TRUST INTERNATIONAL-Orlando, FL**

### **July 2014 to March 2015**

- Supported online travel agencies (Expedia, Booking.com) and their interface with Trust CRS and individual hotels.
- Provided technical assistance and analyze log files for existing customers.
- Responded to product support inquiries and create example of error situations.
- Independently roll out small projects for TrustCRS products and Internet interface.

### **Education**

Associate in Arts (A.A.) St. Petersburg College - Clearwater, FL March 2020

Highschool Diploma Colonial Highschool - Orlando, FL May 2011

# Accounting Specialist Resume

## Longwood, FL

### Skills

- Account Reconciliation
- Accounts Payable
- Journal Entries
- Balance Sheet Reconciliation
- Bank Reconciliation
- Microsoft Dynamics GP, QuickBooks
- Accounting
- Financial Statement Preparation
- General Ledger Accounting
- Data Entry
- Financial Report Writing
- Account Analysis
- Tax Experience
- Accounts Receivable
- Financial analysis
- Microsoft Excel
- Cost accounting
- Bookkeeping
- Financial software
- Pivot tables
- Cash flow analysis
- Microsoft Access

### Professional Experience

#### **Staff Accountant**

#### **ATEC Logistics-Longwood, FL March 2018 to April 2024**

- My position as part of the accounting team has allowed me to acquire knowledge in the management
- of accounting systems, Excel, Financial Statements, Account Reconciliation, Budget, Accounts Payable
- and Accounts Receivable.

### Education

Bachelor's degree in Accounting  
Carabobo University - Carabobo, State  
October 2001 to February 2007

# **Administrative Assistant Candidate Resume**

## **Longwood, FL 32750**

### **Professional Experience**

#### **Halifax Health Hospice June 2017 – January 2024**

##### **Administrative Secretary**

- Provide support and assistance to assigned managers
- Answer phone, including answering questions, taking messages, and referring calls to appropriate person
- Type correspondence, minutes, and reports Data entry and creation of reports
- General clerical duties, including making copies, and coordinating mail Maintain and update manuals and files
- Facilitate team functions through appropriate communication methods Distribute mail and other information
- Communicate with vendors, physicians, and other parties
- Order supplies, printed material, and maintain office equipment with all supplies needed. Help provide coverage as needed

#### **Various Assignments – via Staffing Agency July 2014 - June 2017**

##### **Administrative Assistant**

- Various temp assignments as an Administrative Assistant

#### **Physicians United Plan November 2012 – July 2014**

##### **Executive Administrative Assistant**

- Provided support for Sales & Marketing and Operations Department
- Provided support for Sr. Vice President of Sales & Marketing and Executive Vice President & Chief Officer, Operations Department
- Transcribed meeting notes & agenda items using computer, and ensuring routing of information and pre-post meetings
- Composed and typed routine correspondence Organized and maintained file system
- Answered and screened executive leadership telephone calls and arranged conference calls Coordinated executive leadership schedule and made appointments
- Coordinated and arranged meetings, prepared agendas, and presentations. Reserved and prepared conference rooms for meetings
- Transcribed meeting minutes
- Arranged and coordinated travel schedule to include hotel and car reservations Conducted research, compiled and typed statistical reports
- Ordered and maintained office supplies
- Supported executive leadership in assigned project-based work Proofed English and Spanish Insurance Plan

#### **L-3 Communications Coleman Aerospace July 2009 - September 2012**

##### **Temporary Engineering Executive Secretary/Administrative Assistant/Travel Coordinator**

- Provided administrative support and coordination of daily schedules
- Provided executive administrative support and coordination of daily schedules
- Provided secretarial support to the Director of Engineering, founders of L-3 and their staff Prepared expense reports
- Arranged interview appointments between H.R. and Management as well as Director of Engineering Distributed payroll checks in the Engineering Department
- Prepared yearly budget request
- Prepared and arranged Travel
- Performed normal office functions such as screening callers, arranging meetings and conferences; and receiving or answering mail
- Maintained inventory, ordered and distributed department office supplies for staff Verified employment information
- Provided employee assistance/customer service to visitors at front desk Copied documents and distribute them to appropriate personnel
- Maintained normal and confidential files in H.R.
- Maintained Data Entry Report of all H.R. applicants

- Performed a variety of administrative duties such as correspondence and memorandums

#### **Northrop Grumman Laser Systems May 2004 – March 2008**

##### **HR Executive Secretary / H.R. Executive Administrative Assistant III Apopka, Florida**

- Provided administrative support and coordination of daily schedules
  - Provided executive administrative support and coordination of daily schedules
  - Provided secretarial support to the Director of Business Services and administrative support to Human Resources, Facilities, Security and Business Communications
  - Performed a variety of administrative duties such as correspondence and memorandums
  - Prepared expense reports, check request, petty cash, and purchase requisition for accounting and payroll
  - Maintained personnel records Distributed payroll checks
  - Prepared E-mail communication, travel arrangements for Laser applicants and management Reviewed resumes for current job openings
  - Computer proficiency and experience with Microsoft Word, Excel, PowerPoint, and Outlook
  - Performed normal office functions such as setting up and maintaining alphabetical, numerical and/or subject files; screen callers, arranging meetings and conferences; and receiving or answering mail Maintained inventory, order and distribute department office supplies for staff
  - Prepared updates to command media
  - Maintained training required documents
  - Tracked new hire performance appraisals Verified employment information
  - Provided employee assistance/customer service to visitors
  - Ensured bulletin board information is properly posted and remain in good order
- 
- Copied documents and distribute them to appropriate personnel within Business Services Maintained normal and confidential files

#### **Executive Administrative Assistant for Various Temporary Assignments May 2000 – May 2003**

- Resolved all internal and external customer inquiries Maintained personnel records and weekly timesheets
- Prepared spreadsheets, presentations, and memos in Excel, PowerPoint, and Word Coordinated office functions and events
- Maintained inventory and distributed department supplies for all staff Prepared and sent mass mailings for department clients
- Completed all tasks requested by both the Director/Publisher of El Sentinel & the Advertising Administration & Planning Division Manager in an accurate and expeditious manner
- Coordinated high volume of daily meetings, maintained calendar and daily schedule in Outlook for Directors
- Transcribed minutes of staff meetings
- Assisted Manager and Supervisor in Finance Department for United Way
- Calculated and Printed end of the month reports for Accounts Payable
- Tracked invoices for Accounts Payable using Excel spreadsheets Assisted Project Coordinator with copying and filing
- Completed requisition and sponsorship of event forms
- Transcribed minutes of Orange County Commissioners Board meetings Coordinated high volume daily meetings
- Provided administrative support for all departments
- Assisted in editing and modifying classified government publications

#### **CFI Westgate Resorts February 1997 - May 2000**

##### **Executive Administrative Assistant**

- Resolved all internal and external customer inquiries Maintained personnel records, library, and files
- Prepared spreadsheets, presentations, flyers, and memos in Excel, PowerPoint, and Word Coordinated office functions and events
- Composed projected weekly report of employee hours
- Marketing by phone and internet research for current and inactive clients Worked closely with suppliers and vendors

#### **Education**

High School Diploma

## Some College Courses at Seminole State College



## Case Manager Resume

### Altamonte Springs, FL

Highly focused and results-oriented professional with over 10 years of experience within the human service and case management field. Extensively trained in supporting complex, deadline-driven operations; able to identify goals and priorities and resolve issues within the initial stages. Eager to exceed expectation by displaying dedication, motivation, and a resilient demeanor to achieving organizational objectives. Currently seeking a leadership role in either case management or within an consultant role.

#### **Professional Experience**

##### **Case Manager (Consultant)**

##### **Indelible Business Solutions May 2022 to Present**

- Case Managers were responsible for learning and becoming highly knowledgeable with all aspects of the HAF plan and associated programs including the terms and eligibility requirements.
- As a case manager I was responsible to communicate directly with homeowners and families to determine their needs and assist with the program application process in a timely and customer service-oriented manner.
- Follow company protocols and processes while helping homeowners navigate through the application process, making and documenting initial eligibility determinations, and answering questions related to the program.
- Determine eligibility of homeowners based on policies and procedure placed forth by government agencies.
- Case Managers will also be responsible for training and assisting other team members with escalated cases.
- Responsible for overseeing the management of day-to-day operations of the intake center (i.e., appointment check-ins, queue monitoring, managing homeowner documentation, scanning, uploading documentation, preparing, and disseminating pertinent information to homeowners, tracking communications and engagement with homeowners, managing shipments, etc.).

##### **Quality Control Analyst**

##### **Tidal Basin-Orlando, FL June 2021 to June 2022**

- Responsible for leading a team of QC reviewers to review a quota of files each day, assessing the team's work and providing feedback to maximize performance.
- Assist in the formulation of targets goals for teams while implementing tips and strategies on how to reach potential departmental goals.
- Responsible for helping to resolve issues identified in quality control matrix by cross-referencing policies and applying critical thinking skills with each individualized case.
- Conduct and facilitate training sessions with staff to ensure knowledge of policy and case management procedures.
- Ensure that eligibility specialist and case worker are following policy and procedures by auditing files before files are processed for payment.
- Work alongside upper management on issues and problems that may be of hindrance to performance and the delivery of services. Providing information on how to improve policy and ensure quality service is delivered.
- Work alongside supervisors executing and developing plans to lead compliance specialists to perform quality assurance and quality control of applicant files and work directly with eligibility review specialist on improving the quality of files that are reviewed.
- Devise ways to optimize procedures and maintain compliance with applicable regulations.

##### **Compliance Commission Agent Supervisor**

##### **Seminole Tribe of Florida-Okeechobee, FL December 2019 to May 2021**

- Overseen all gaming activities following applicable State, Federal, and Tribal regulations, and the protection of the Tribal Assets by observing all casino employees ensure compliance with all state and government laws and policies are being adhered to
- Regulated the casino by audit all gaming machines on the gaming floor by auditing software that is received or already on the gaming floor. Observing transfers of all items of monetary values ensuring safe keepings

## **Transition Service Manager**

### **True Core Behavioral Solution-Okeechobee, FL May 2020 to December 2020**

- Establish and maintain community linkages to ensure seamless transitions.
- Coordinate appointments, meetings, and transportation to meet transition needs.
- Pursue home community support resources during crises, such as food banks and churches.
- Provide compliance monitoring for 30 days post-release.
- Participate in the youth's Circuit Transition Panel discussions and ensure follow-up on identified needs.
- Initiate contact with DCF for youth under 18, ensuring appropriate foster home placement.
- Implement the Positive Performance System (PPS) and Behavior Management System (BMS) consistently.
- Monitor risk changes related to transition needs throughout the youth's stay.
- Conduct weekly post-release follow-up contacts with youth, parent/guardian, and JPO.
- Maintain chronological documentation and summaries for all post-release follow-up acting activities.
- Understanding of common behavior and mental health disorders in childhood and adolescence.
- Knowledge of programmatic approaches to behavioral management and behavior modification principles.
- Proficiency in individual and group counseling techniques.
- Analytical abilities to comprehend complex concepts, laws, rules, and regulations relevant to the role.
- Excellent communication skills for effective collaboration with diverse stakeholders.
- Ability to work independently and lead small program management teams.
- Ability to think clearly and act appropriately in emergency situations.
- Ability to organize work, prepare clear and informative reports, and meet inflexible deadlines.

## **Case Manager**

### **Children Home Society-Okeechobee, FL December 2017 to September 2019**

- Conducted child safety assessments for each child that is in the department's care by monitoring service plan progress and evaluates reports from multiple service providers.
- Assessed client's and their family needs to develop service plans that will potentially elevate barriers placed in each family's lives.
- Coordinated the delivery of services by planning referrals and linking services to clients and families.
- Prepared case and status reports and made recommendations as to the client's and child's progress towards meeting individualized case goals (assessments, treatment/service plans, progress, progress notes, termination summaries, etc.).
- Testified at the court hearing on the status of reunification, termination of parental rights, or other permanency plans.
- Adhere to dependency laws to implement the best possible placement for children that are in the department's care.

## **Counselor/Case Manager**

### **Division of Vocational Rehabilitation-Boca Raton, FL May 2014 to December 2017**

- Provide Counseling by Conducting in-depth interviews of individuals with disabilities requiring rehabilitation strategies to determine eligibility for vocational rehabilitation services and the feasibility of achieving an employment outcome.
- Review medical, psychological, and vocational records to determine what services or community resources referrals are needed for the client's individualized case plan.
- Manage resources to ensure financial accountability according to state and federal regulations.
- Maintained and applied current knowledge of equal employment opportunity guidelines and laws, such as the Americans with disabilities act.
- Actively participate on teams, that proactively draft rules and/or regulations to govern collective bargaining activities in collaboration with the company, government, or employee representatives that are reviewed by the state of Florida legislatures.

## **Education**

Master of Science in Human Services Purdue University Global March 2021

Bachelor of Science in Criminal Justice Florida Agricultural and Mechanical University May 2010

## Call Center Representative Resume Casselberry, FL

Seeking a position where I can utilize my skills and abilities to provide strong support for your company. Coachable and willing to learn new skills, operations and policies to help support efficiency while employed. Great customer service, punctual, dependable, and reliable. Willing to provide the best service that I can to your company to promote growth and satisfy customers or clients. Dedicated and willing to work hard and do what is necessary to meet deadlines and complete assignments or tasks.

### **Professional Experience**

#### **Customer Service Representative**

##### **Lincare Inc.-Casselberry, FL September 2020 to Present**

- Full time customer service rep
- Answering phones
- Reviewing orders and charts for DME referrals to ensure everything needed is provided for items being ordered
- Calling doctors offices to request any missing documentation
- Calling and verifying health insurances plans for patient eligibility for DME equipment
- Calling patients with updates on order and any company's if applicable
- Collecting credit card information to process copays
- Providing the best customer service

#### **Sales Representative**

##### **Marriott Vacation Club-Orlando, FL December 2019 to November 2020**

- Full time outbound sales representative
- Converting leads into sales
- Explaining in detail what the package offers
- Handling customers personal information
- Dealing with any concerns the customer may have regarding their package

##### **Sumter Place Assisted Living Facility February 2019 to August 2019**

- Full time housekeeping associate
- Maintaining cleanliness of residents' apartments
- Reporting in detail any maintenance issues in apartments
- Creating and maintaining rapport with residents and family members
- Providing the best customer service to our residents and any guests in our facility
- Handling conflict in the most professional way possible
- Reporting any and all negligence or unprofessional acts in the community

#### **Dial America**

##### **Sirius XM Radio-Orlando, FL December 2017 to April 2018**

- Providing the best customer service to all customers
- Selling Sirius XM Satellite Radio at a promotional rate
- Handling customers personal information in a secure manner

#### **Shift Leader**

##### **Pita Pit LLC-Winter Park, FL June 2016 to January 2017**

- Making sure store runs smoothly
- Handling all cash in store including register and administering tips to all employees

#### **Full-time Maintenance Associate**

##### **Walmart Supercenter-Orlando, FL February 2015 to June 2015**

- Cleaning and maintaining entire sales floor
- Making sure everything was neat and organized

### **Education**

High School Diploma East River High School - Orlando, FL June 2013



ATTACHMENT 2

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

1/12/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER TechInsurance, Division of Specialty Program Group LLC 203 N. LaSalle St., 20th Floor, Chicago, IL 60601	CONTACT NAME: PHONE (A/C, No. Ext): (800) 688-1984 E-MAIL: ADDRESS:		FAX (A/C, No): 312-690-4123
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED Och Services LLC 2255 Glades Rd, Ste 324A, Boca Raton, FL, 33431	INSURER A: Twin City Fire Insurance Company		29459
	INSURER B: Hartford Fire Insurance Company		19682
	INSURER C:		
	INSURER D:		
	INSURER E:		
	INSURER F:		

## COVERAGES

## CERTIFICATE NUMBER:

## REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			46SBMAC4438	1/31/2023	1/31/2024	EACH OCCURRENCE	\$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000
							MED EXP (Any one person)	\$ 10,000
							PERSONAL & ADV INJURY	\$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	\$ 2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						PRODUCTS - COMP/OP AGG	\$ 2,000,000
	OTHER:							\$
A	<input type="checkbox"/> AUTOMOBILE LIABILITY			46SBMAC4438	1/31/2023	1/31/2024	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
	<input type="checkbox"/> ANY AUTO ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per person)	\$
	<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> NON-OWNED AUTOS					BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
	<input type="checkbox"/> UMBRELLA LIAB						EACH OCCURRENCE	\$
	<input type="checkbox"/> EXCESS LIAB						AGGREGATE	\$
	DED							\$
	RETENTION \$							
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						PER STATUTE	OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y / <input checked="" type="checkbox"/> N	N / A				E.L. EACH ACCIDENT	\$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	\$
							E.L. DISEASE - POLICY LIMIT	\$
B	Professional Liability (Errors and Omissions)			46 TE 0504193-23	1/31/2023	1/31/2024	Occurrence/Aggregate	\$3,000,000 / \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

## CERTIFICATE HOLDER

## CANCELLATION

INSURED COPY  
FOR INFORMATIONAL PURPOSES

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

*Christine J. Rivera*

# *State of Florida*

## *Department of State*

I certify from the records of this office that OCH SERVICES LLC is a limited liability company organized under the laws of the State of Florida, filed on July 31, 2018, effective July 31, 2018.

The document number of this limited liability company is L18000183238.

I further certify that said limited liability company has paid all fees due this office through December 31, 2023, that its most recent annual report was filed on January 30, 2023, and that its status is active.

*Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capital, this  
the Fifteenth day of January, 2024*



  
*Secretary of State*

Tracking Number: 7474728372CU

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>



[Department of State](#) / [Division of Corporations](#) / [Search Records](#) / [Search by Entity Name](#) /

## Detail by Entity Name

Florida Limited Liability Company

OCH SERVICES LLC

### Filing Information

<b>Document Number</b>	L18000183238
<b>FEI/EIN Number</b>	83-1561977
<b>Date Filed</b>	07/31/2018
<b>Effective Date</b>	07/31/2018
<b>State</b>	FL
<b>Status</b>	ACTIVE
<b>Last Event</b>	LC STMNT OF RA/RO CHG
<b>Event Date Filed</b>	01/17/2019
<b>Event Effective Date</b>	NONE

### Principal Address

2255 Glades Rd  
Suite 324A

BOCA RATON, FL 33431

Changed: 08/07/2023

**Mailing Address**

2255 Glades Rd

Suite 324A

BOCA RATON, FL 33431

Changed: 08/07/2023

**Registered Agent Name & Address**

WEHNNIAINEN, CAITLIN A

20129 Casa De Campo Ln

BOCA RATON, FL 33434

Name Changed: 02/22/2022

Address Changed: 01/28/2024

**Authorized Person(s) Detail**

**Name & Address**

Title PRES

WEHNNIAINEN, CAITLIN A

20129 CASA DE CAMPO LN

BOCA RATON, FL 33434

**Annual Reports**



Report Year	Filed Date
2022	02/22/2022
2023	01/30/2023
2024	01/28/2024

**Document Images**

<a href="#">01/28/2024 -- ANNUAL REPORT</a>	View image in PDF format
<a href="#">01/30/2023 -- ANNUAL REPORT</a>	View image in PDF format
<a href="#">02/22/2022 -- ANNUAL REPORT</a>	View image in PDF format
<a href="#">02/04/2021 -- ANNUAL REPORT</a>	View image in PDF format
<a href="#">03/09/2020 -- ANNUAL REPORT</a>	View image in PDF format
<a href="#">03/31/2019 -- ANNUAL REPORT</a>	View image in PDF format
<a href="#">01/17/2019 -- CORLCRACHG</a>	View image in PDF format
<a href="#">07/31/2018 -- Florida Limited Liability</a>	View image in PDF format

# State of Florida

## Woman Business Certification

OCH Services LLC

Is certified under the provisions of  
287 and 295.187, Florida Statutes, for a period from:

02/02/2024

to

02/02/2026



---

Pedro Allende  
Florida Department of Management Services



WOMEN'S BUSINESS ENTERPRISE  
NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

hereby grants

# National Women's Business Enterprise Certification

to

OCH Services LLC DBA On Cue Hire

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).  
This certification affirms the business is woman-owned, operated and controlled and is valid through the date herein.

Certification Granted: May 11, 2022

Expiration Date: May 11, 2025

WBENC National Certification Number: WBE2201122

WBENC National WBE Certification was processed and validated by Women's  
Business Enterprise Council Florida, a WBENC Regional Partner Organization.

Authorized by Nancy Allen, President & CEO  
Women's Business Enterprise Council Florida

**WBENC FLORIDA**  
WOMEN'S BUSINESS ENTERPRISE COUNCIL

NAICS: 561320, 561311

UNSPSC: 80111600, 80111604, 80111700, 80111701, 80111707, 80111716, 93141802





WOMEN'S BUSINESS ENTERPRISE  
NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

**HEREBY GRANTS  
WOMAN OWNED SMALL BUSINESS (WOSB) CERTIFICATION TO  
  
OCH Services LLC DBA On Cue Hire**

The identified small business is an eligible WOSB for the WOSB Program, as set forth in 13 C.F.R. part 127 and has been certified as such by an SBA approved Third Party Certifier pursuant to the Third Party Agreement, dated June 30, 2011, and available at [www.sba.gov/wosb](http://www.sba.gov/wosb).

The WOSB Certification expires on the date herein unless there is a change to the SBA's regulation that makes the WOSB ineligible or there is a change in the WOSB that makes the WOSB ineligible. If either occurs, this WOSB Certification is immediately invalid. The WOSB must not misrepresent its certification status to any other party, including any local or State government or contracting official or the Federal government or any of its contracting officials.

Majority Female Owner: Caitlin Wehniainen

NAICS: 561320, 561311

UNSPSC: 80111600, 80111604, 80111700, 80111701, 80111707, 80111716, 93141802

Certification Number: WOSB240620

Renewal Date: May 11, 2025

WOSB Regulation Expiration Date: 5/11/2027



Nancy Allen, Women's Business Enterprise  
Council Florida President & CEO

Pamela Prince-Easton, WBENC President & CEO

LaKesha White, Sr. Vice President, Certification

# Job Application Form



Date of Application	Position	Employment Type
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Contract

Personal Information

Full Name		Nationality (Optional)
Address		
Phone	Email	DoB
Driver's License	<input type="checkbox"/> No <input type="checkbox"/> Yes	Years of Experience
Currently Employed	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Educational Background

Degree / Course	University / Institute	Year of Graduate	Grade	City
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Employment History

Company	Position	Year	Reason for Leaving
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Skills & Training

Skill & Training Achievement(s)	Level	Year	Institute
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Attach your resume, coverletter and portfolio (or work samples) to this job application form.  
Send it via email to [hey@oncuehire.com](mailto:hey@oncuehire.com)



January 15, 2024

**On Cue Hire**

## **Standard Warranty Terms**

### **Contract Placement**

Within the first forty (40) hours worked by any Candidate(s), Client shall review the Candidate(s) performance and decide whether to continue the engagement of such Candidate. If Client is dissatisfied with the performance of the Candidate, and Client wishes OCH to terminate its engagement of such Candidate, Client must notify OCH within the initial forty (40) hour period, specifying the reasons for its dissatisfaction, and Client shall not be required to pay for the hours worked by that Candidate during the initial forty (40) hour period, provided its reasons for termination are not unlawful and are bona fide in OCH's reasonable judgment. If Client becomes dissatisfied with the performance of a Candidate after the initial forty (40) hour period, Client may request that OCH terminate the engagement of that Candidate upon written notice to OCH, but Client shall pay for all hours worked by the terminated Candidate from the first hour of work up to and including the date of termination.

### **Direct Placement**

If the Candidate's employment with Client is terminated, for any reason other than Client's reorganization, elimination of position, takeover, or material change in job responsibility, within thirty (30) calendar days of Candidate's first day of employment with Client, OCH will, at no additional cost, attempt to replace the Candidate and if the new replacement Candidate's pay is greater than the previous Candidate, Client shall be responsible for any such difference in OCH's direct placement fee. If after ninety (90) days OCH cannot find a replacement Candidate, Client will receive a credit for the fee paid to be used towards another placement in the future to be used within the next twelve (12) months. If Candidate's employment with Client is terminated, for any reason, after thirty (30) calendar days of Candidate's first day of employment with Client, OCH will not provide any credit of the fee paid or provide a replacement, unless a new direct placement fee is paid for the replacement Candidate.



# OnCueHire

OnCueHire.com



**HEALTHCARE**

**INFORMATION  
TECHNOLOGY**

**MEDIA**

On Cue Hire is a privately held, certified WBE staffing firm headquartered in Boca Raton, Florida servicing customers nationwide. We are committed to high-caliber talent delivery, supporting our customers when valuable people are needed to bring special projects and innovation to market. Our core services are placing contract talent, scaling teams for

project-based, high visibility initiatives and also direct-hire staffing. We are committed to delivering excellence by actively recruiting passively seeking and accomplished talent with a mission to add value and improve business efficiency.

**WOSB**

(Women Owned Small Business)

**WBE**

(Women's Business Enterprise National Council)

**WMBE**

(Women Business Certification, State of Florida)



**EDUCATION**

**RETAIL**

**INSURANCE**

Cage Code: 9ALX8

D-U-N-S #: 06-556-4521

**561320**

Temporary Staffing Services

**561310**

Employment Placement Agencies

**561311**

Employee recruitment services

**561499**

Business Support Services Staffing

**561312**

Executive placement services



## KEY DIFFERENTIATORS

**One to One Support** Account Manager and Recruiting Team provided to each customer for a high level of accountability and communication

**Customized Solutions** We tailor our services toward the customer's business need, flexible

**Repeat Customers** Our clients have worked with us for several years exclusively

**Commitment** We are committed to performance and consistent communication

## CASE STUDIES

- Provided 10-person SOW team of long-term contract IT Professionals to support county-level government systems modernization, 5-year effort
- Provided 22 IT Support Professionals, all direct-hire, for a healthcare client that was rapidly expanding locations across the country, client was able to open on time successfully in each area
- Provided 30+ Talent Acquisition Partners nationwide on long term contract to support a hospitality client rebounding post-pandemic, within 6 months client had full staff in hundreds of locations



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