

**A RESOLUTION TO APPOINT A MEMBER OF THE DUNWOODY AUDIT
COMMITTEE**

- WHEREAS,** the City of Dunwoody is authorized by the City Charter to create boards, commissions and authorities as the Mayor and City Council deem necessary; and
- WHEREAS,** the Mayor and City Council previously established a five member Dunwoody Audit Committee on September 28, 2009; and
- WHEREAS,** the Mayor and City Council had previously appointed C.J. Schneller as a member of the Audit Committee, whose term expires on December 31, 2023; and
- WHEREAS,** the term of office of C.J. Schneller has become vacant prior to the expiration of his term; and
- WHEREAS,** the Mayor and City Council wish to appoint David Kopel as a member of the Audit Committee with the following term of office:
David Kopel, 3 year termexpiring December 31, 2023

NOW THEREFORE BE IT RESOLVED by the Mayor and Council of the City of Dunwoody while in regular session on July 7, 2021 at 6:00 pm that David Kopel is appointed as a member of the Audit Committee to serve the unexpired term of office of C.J. Schneller.

Approved:

Lynn P. Deutsch, Mayor

Attest:

Sharon Lowery, City Clerk
(SEAL)

APPLICATION FOR APPOINTMENT

4800 Ashford Dunwoody Road | Dunwoody, GA 30338
 Phone: (678) 382-6700 | Fax: (678) 382-6701

The Dunwoody City Council believes that citizens bring valuable insights and are a skilled resource in the community. The Council encourages all citizens to consider becoming involved in the city government by serving on a Board, Commission, or Committee. Applications are accepted throughout the year.

To be considered for an appointment to a municipal board, commission, or committee, please complete and submit the following application and send it with a resume to the City Clerk, Sharon Lowery. Applications and resumes may be submitted by e-mail to sharon.lowery@dunwoodyga.gov, by fax to (770) 396-4705, or by mail to 4800 Ashford Dunwoody Road, Dunwoody, GA 30338.

*** Applicant Information**

Name: David Kopel		
Address: 4766 Olde Village Lane, Dunwoody, GA 30338		
Phone: 770-551-0971	Cell: [REDACTED]	
Email [REDACTED]		
Place of Employment: Amdocs, Inc.	Occupation Systems Analyst	
How long have you been a resident of Dunwoody?	35 Years	Months

*** Board / Commission / Committee for which you would like to be considered**

<input checked="" type="checkbox"/> Alcohol License Review Board	<input type="checkbox"/> Planning Commission
<input checked="" type="checkbox"/> Audit Committee	<input type="checkbox"/> Sustainability Committee
<input checked="" type="checkbox"/> Board of Ethics	<input type="checkbox"/> Urban Redevelopment Agency
<input checked="" type="checkbox"/> Construction Board of Adjustment and Appeals	<input type="checkbox"/> Volunteer Coordinating Committee
<input type="checkbox"/> Convention and Visitors Bureau of Dunwoody	<input type="checkbox"/> Zoning Board of Appeals
<input type="checkbox"/> Design Review Advisory Committee	
<input type="checkbox"/> Development Authority	<input type="checkbox"/> No preference, I just want to volunteer!

*** Interest and Experience (Please also attach or submit a resume)**

Why are you interested in serving on a board / commission / committee?
I would like to be a part of shaping the future of Dunwoody
What experience do you possess that would be of benefit to a board / commission / committee?
I have experience managing my own business as well as some non-profit organizations. I have experience in accounting and auditing. Although I am not an attorney I have a good knowledge of the law for a lay person and have served on boards dealing with legal and ethical issues
As a homeowner in Dunwoody for over 30 years, I would rdo my best to represent the people of our city and their interests.

*** Terms & Conditions**

I hereby attest that all statements and information provided in this application are true to the best of my knowledge. I understand that I may be interviewed prior to consideration for appointment.

I hereby agree that if appointed to serve as a member of a City of Dunwoody Board, Commission, or Committee, I will spend my time, skills, and energy on the goals and mission of the Board, Commission, or Committee including preparation for meetings. Furthermore I agree that, if appointed, my term will be governed by the By-laws of the Board, Commission, or Committee to which I am appointed.

I understand that if appointed, I will make an effort to attend all meetings and must attend at least two-thirds of the scheduled meetings in order to remain a member in good standing.

Applicant's Name: David Kopel		
Applicant's Signature: David Kopel	Digitally signed by David Kopel Date: 2020.11.14 20:01:14 -05'00'	Date: 11/14/2020

Submit!

DAVID P. KOPEL

4766 Olde Village Lane • Dunwoody, GA 30338

QUALIFICATIONS PROFILE

CUSTOMER SUPPORT MANAGER with distinguished career leading productive operational logistics through workflow optimization and process streamlining. Instrumental in achieving operational efficiency, improving end-user support and boosting employee performance. Extensive expertise in client needs analysis with a consultative approach to customer service operations.

PASSIONATE LEADER, skilled at building top-performing operations teams focused on impeccable service delivery and accountability for goal achievement. Interacts with a network of cross-functional professionals to achieve maximum motivation, collaboration and individual confidence.

CORE COMPETENCIES

- | | |
|---------------------------------------|------------------------------|
| ✓ Business Operational Management | ✓ Office Finance Budgeting |
| ✓ Customer Relations Improvement | ✓ Payroll & HR Management |
| ✓ Help Desk Supervision | ✓ Process Improvement |
| ✓ Training & Development Programs | ✓ Team Building & Motivation |
| ✓ Metrics/Setting & Meeting SLA Goals | ✓ Workflow Optimization |

SELECTED ACCOMPLISHMENTS

Business Operational Management:

- Launched a family entertainment center from concept to annual revenues in excess of \$500,000.00 within two years; developed business plan, established operational guidelines, secured financial backing, negotiated contracts, supervised construction, developed marketing strategy, created employee manual, interviewed candidates, scheduled staff, & managed day-to-day operations.
- Created company's first 24 x 7 technical support desk. Negotiated Service Level Agreements with customer base representatives and developed surveys to monitor customer satisfaction. Established in-house training and certification program yielding an increased retention rate of 15%.
- Recipient of the IBM Gerstner Award for excellence in customer service.

Workflow Optimization:

- Led tape backup operations for over 5,000 servers. Skillfully automated maintenance processes to save \$35,000 annually with a 12% reduction in daily ticket counts, a 25% increase in system performance, and a 20% increase in customer satisfaction rating.
- Piloted web-based help desk system which was later adopted as division standard; recognized for excellence in maintaining an "outage free" application platform for 3 consecutive years. Led disaster recovery drills to achieve and maintain "A" status.
- Redesigned a 24 x 7 application support help desk serving over 1,600 global users. Reduced incoming call wait time by 20%. Performed hardware/software upgrades, and monitored system performance. Automated database rule data changes resulting in a 10% reduction of daily tickets.

DAVID P. KOPEL

4766 Olde Village Lane • Dunwoody, GA 30338

PROFESSIONAL EXPERIENCE

- Amdocs, Inc. – Atlanta, GA** 2015-PRESENT
A digital network communications company
 Systems Analyst
 Responsible for Billing Quality Assurance, SOX compliance, and audit management.
- Sandy Springs Funhouse, Inc. – Sandy Springs, GA** 2009-2014
An entertainment center focusing on fun for the entire family
 Owner/Director of Operations
 Created a family entertainment center from the ground up and managed daily operations.
- IBM Global Services – Alpharetta, GA**
The world's largest Information Technology Company
 Tape Operations Manager 2004-2009
 Facilitated tape backup operations center servicing the AT&T account.
 Directed 24 x 7 x 365 Help Desk.
- Help Desk Manager 2000-2004
 Directed 24 x 7 x 365 application support desk serving over 3,500 global users.
 Chaired District Metrics team.
- AT&T – Atlanta, GA** 1995-2000
The world's leading Communications Company
 Technical Support Manager
 Directed 24 x 7 3-tier application and PC desktop support help desk.
 Recognized by AT&T for role as leader of Quality Management Team

PROFESSIONAL EDUCATION & CERTIFICATIONS

Master's Certificate in Project Management STEVENS INSTITUTE OF TECHNOLOGY
Bachelor of Science in Computer Science MERCER UNIVERSITY

Certified UNIX System Administrator, SUN MICROSYSTEMS
Certified Income Tax Preparer, US INTERNAL REVENUE SERVICE
Certified Customer Management Specialist, AT&T SCHOOL OF BUSINESS
Certified Emergency Medical Technician, DEPARTMENTS OF HEALTH, NY AND VA
UNITED STATES SECURITY CLEARANCE: SECRET, DEPARTMENT OF HOMELAND SECURITY

INDUSTRY EXPERIENCE

Accounting, Business Management, Construction, Consulting, Emergency Services, Entertainment, Healthcare, Hospitality, Insurance, Inventory Control, Manufacturing, Payroll, Telecommunications, Third Party Administration