



**OFFICE OF THE MAYOR**  
Mary Casillas Salas

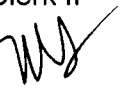
**MEMO**

November 18, 2021

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TO: **Kerry Bigelow, City Clerk**

CC: Sheree Kansas, Deputy City Clerk II

FROM: MAYOR/COUNCILMEMBER 

RE: **Board and Commission Appointment**

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The Mayor would like to recommend Frances Quinones for appointment to the International Friendship Commission. Frances Quinones will replace former Commissioner Judy Gallardo.

Please place this item on the December 7, 2021 Council agenda for ratification and schedule the oath of office for the following council meeting.

Thank you.

**From:** Webmaster  
**Sent:** Friday, January 8, 2021 7:31 PM  
**To:** CityClerk; Adrianna Hernandez; Erwin Magbanua; Alicia Balcazar  
**Subject:** City of Chula Vista: International Friendship Commission Application - Web form

**Warning:  
External  
Email**

A new entry to a form/survey has been submitted.

**Form Name:** International Friendship Commission Application  
**Date & Time:** 01/08/2021 7:30 PM  
**Response #:** 45  
**Submitter ID:** 89672  
**IP address:** 68.7.192.23  
**Time to complete:** 28 min. , 37 sec.

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**Survey Details**

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**Page 1**

**Application for membership on the International Friendship Commission**

**1. Prefix**

(o) Mrs.

**2. First and Last Name**

Frances Quinones

**3. E-mail**

[REDACTED]

**4. Home Address**

[REDACTED]

**5. City**

Chula Vista

**6. ZIP code**

91914

**7. Primary Phone**

[REDACTED]

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**8. Secondary Phone**

Not answered

**9. Are you registered to vote in Chula Vista?**

(o) Yes

**10. Do you live within the City limits of Chula Vista?**

(o) Yes

**11. How Long?**

22 years

**12. Present employer**

Cabrillo Technologies

**13. Occupation**

Program Management

**14. Are you currently serving on a Chula Vista Board/Commission?**

(o) No

**15. Which one(s)?**

Not answered

**16. Have you previously served on a Chula Vista Board/Commission?**

(o) No

**17. Which ones?**

Not answered

**18. Per Chula Vista Municipal Code Section 2.25.030, I understand:**

-If I am currently serving on a board or commission, I must resign from my current board or commission if I am appointed.

-I must have served at least 12 months on my current board or commission in order to be appointed to another board or commission.

(o) I have read and acknowledged the above statement.

**19. Are you or have you been involved in any local, civic or community groups?**

(o) No

**20. Which ones?**

Not answered

**21. What are your principal areas of interest in our City government, and what experience or special knowledge can you bring to those areas?**

As a long time resident of Chula Vista, I have seen the impressive growth and beautification of our city. I would like to be part of this great story on any capacity that the city would be willing to consider me for. I am a retired Naval officer who served 22 years in the military both in the Marine Corps and U.S.Navy. I have experience as a public affairs' officer, a legal

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officer, administrative office and program manager. For the past twenty years, I have been working in the field of program management leading contracts up to \$400M. I am also fluent in Spanish as I am a Latino woman. Finally, I am part of the faculty for Harrisburg University and course lead for a course on Program Management Offices. I would be honor to serve my city. I am also interested in the future of the Olympic Training Center as my daughter is an Olympian heading to Tokyo 2020-1. I have a Bachelor of Arts from San Diego State in Politics and a Master from the Naval Postgraduate School in Computer Science. I recently prepared the travel plan for a group to travel to France to watch the Olympics Qualifiers, including air, lodging in three different cities, tours, tickets, private and public transportation. I am currently the lead for a parents and families support group for a National basketball team and travel organizer for the 2020-1 Olympics.

**22. What would you hope to accomplish in the role of a International Friendship Commissioner? (250 words or less)**

I am interested in serving in this committee because I love to share the wonderful places our city has to offer. Chula Vista has something to offer to all ages from the Nature Center to the many breweries, parks, trails, libraries, athlete training center, bay, aquatic park, and our enviable proximity to Mexico provides the stage for an unforgettable visit. In my capacity as Public Affairs Officer, I had the opportunity to escort several high level international guests and was responsible for the planning and execution of foreign visits, changes of commands, retirements and promotions. I have travelled to over 15 countries and I love immersing myself in other cultures. I lived in Japan during my first assignment in the military. I am heading to Japan for the 2020-1 Olympics to watch my daughter play provided COVID does not alter those plans.

**23. You may upload a resume in addition to your application (optional).**

Fran Quinones Resume\_General PDF.pdf

**24. The City understands meeting schedules and individual's availability may change. We ask that you consider the meeting schedule when submitting an application.**

(o) I have reviewed the International Friendship Commission regular meeting date, time and frequency.

**25.**

(o) I am familiar with the responsibilities of the International Friendship Commission. I attest that the information I have provided is accurate and true.

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Thank you,  
City of Chula Vista

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**This is an automated message generated by the Vision Content Management System™. Please do not reply directly to this email.**

# FRANCES M. QUINONES, PMP/CSM/CMMI/DAWIA

ORGANIZATIONAL LEADERSHIP | PROGRAM MANAGEMENT | STRATEGIC DIRECTION

Chula Vista

- High-impact, quality and performance-focused portfolio/program/project manager and strategic leader, specializing in organizational maturity, strategic planning, and business transformation. Key driver of enterprise excellence; accomplished in optimizing program and process functions through effective strategic oversight, change management, and continuous improvement.
- Competitive advantage stems from extensive breadth and depth of experience, including leadership of large-scale cross-functional teams and management of IT, hardware, and software technology programs at all levels of operation.
- Proven success in driving double-digit revenue growth and commanding the on-time, on-budget delivery of multi-million dollar contracts for defense and commercial companies.
- Hands-on, bilingual communicator with excellent stakeholder engagement skills; partner with professionals across C-level and business units to build consensus, ensure strategic alignment, and satisfy business objectives at the highest level of customer satisfaction.

## CORE COMPETENCIES

Operating Plans | Budgets

Quality Planning | Assurance | Control

Program Management | SDLC

Troubleshooting | Conflict Resolution

Strategic Planning | Leadership

Team Building | Training

## PROFESSIONAL OVERVIEW

Cabrillo Technologies, San Diego, CA

9/2016-Present

### Sr. Program Management Specialist/Sr. Systems Engineer

- Modified engineering drawings in response to noted discrepancies, end of life notices, and technical decisions.
- Reviewed and responded to ongoing technical and programmatic questions received from networks installation vendors and provided recommendations to government entities on proposal policy and offer details, currently managing eleven RFPs.
- Analyzed and implemented an engineering process to reduce aging of 200+ engineering change requests
- Defined and documented a systems engineering book plan including over 36 architecture artifacts
- Managed the creation and maintenance of the engineering bill of materials comprising of 4,500 line items through technical review of technical data packages, rack elevations, engineering change requests and other software related documents.

HARRISBURG UNIVERSITY | Harrisburg, PA

10/2015 - present

### Adjunct Corporate Faculty (Part-time)

- Corporate Faculty and Course Master Advisor for the M.S. in Project Management program, comprising Fundamentals of Project Management, Project Management Offices, Planning & Executing Projects, Professional Communication, Procurement, Risks, Contracts, Organizational Leadership, and Business Strategy & Management Principles.
- Taught 48 virtual classes to a diverse, multinational group of students.
- Integral in driving staff performance and effective instruction by training six new professors and creating rubrics and training presentations for 14 educational units.

XEROX CORPORATION | San Diego, CA

12/2014 – 09/2016

### Director of Programs/Transformation Consultant

- Led and facilitated all lean projects in the corporation, including training, resource management, organizational and operational initiatives.
- Spearheaded revenue recovery transformation across multiple business process outsourcing accounts, adeptly coordinating efforts of the McKinsey restructuring leader, senior account executives, and corporate leadership.
- Implemented process excellence for Xerox's \$12B business process outsourcing, spanning risk management, personnel management, finance support, and customer relationship management services for commercial and government organizations worldwide.
- Orchestrated customer, Lean Six Sigma, and continuous improvement initiatives in role as program lead; ensured process and program quality compliance with industry frameworks such as CMMI, ITIL, and ISO. Developed and executed strategic transformation plans, including organizational maturity and talent management.
- Drove \$29M in projected revenue recovery for 2016 by managing the remediation of 16 global service accounts.
- Developed a strategic talent management initiative, creating a comprehensive development plan for 200 service delivery leaders.
- Proactively identified risks for 1,700 accounts by establishing a financial risk management process for the public sector industry.

## *Professional Overview Continued*

- Realized 100 improvement opportunities by designing, coaching, and executing the transportation engineering's organizational maturity plan.
- Founder and President of the first-ever veterans employee caucus.

HEWLETT PACKARD | San Diego, CA

09/2013 - 08/2014

### **Applications Portfolio Manager**

- Administered a client base, encompassing the second largest county in California; addressed customer needs through the execution of Adobe AEM, Adobe LiveCycle, EMC Documentum, and Captiva state-of-the-art content management solutions.
- Developed high-performance professionals through effective mentoring, training, and supervision, including several program managers and both local and geographically dispersed teams.
- Simultaneously executed 56 projects and programs, including a comprehensive redesign of all County of San Diego sites.
- Successfully migrated 23 applications from Documentum 6.5 to 6.7.
- Doubled growth projections to \$8M by structuring sales and orders metrics, through exceptional strategic and financial planning, budget and resources allocation.
- Proactively pursued change, instituting process improvement initiatives targeting customer communication, risk management, trouble ticket management, data management, and internal communication.

LOCKHEED MARTIN | San Diego, CA

10/2002 - 08/2013

### **Senior Program Manager (12/2011 - 08/2013)**

- Drove the provision of situational awareness and planning capabilities to operators and commanders by executing \$70M in Air Command and Control programs for the U.S. Air Force and Taiwan Navy, enabling state-of-the-art air command and control system development.
- Capture Manager for emerging customer-identified opportunities in the area of ground and air command and control systems.
- Delivered two software builds within cost and schedule in role as manager.
- Submitted 10 proposals valued at \$30M, winning over 70%.
- Fundamental in driving the successful passing of ISO and CMMI audits by instituting risk management and peer review processes and contributing to the early identification of potential problems and subsequent development of mitigation plans.

### **Senior Program Records Manager (02/2011 - 12/2011)**

- Managed 20 nationwide accounts for the storage, retrieval, disposition, identification, and preservation of all company records as a member of the CMMI Division.
- Collaborated with commercial company on accounts payables/receivables status. Confirmed adherence to internal policies and provided training and oversight for account holders. Ensured timely payment processing to commercial storage company.
- Reduced past due amounts from \$600K to \$13K within a mere 6-month duration.
- Authored first-ever records management process.
- Captured annual savings of \$500K by reducing storage footprint of expired records by 20%.

### **Senior Subcontract Program Manager (08/2009 - 02/2011)**

- Executed the AMF JTRS subcontract with Northrop Grumman and Mission Systems and Sensors.
- Assumed ownership of a challenging program scope and the largest subcontractor effort for the system design and development phase of an ACAT 1D Joint Services Program under the Department of Defense, valued at \$410M.
- Responded and managed DOD RFPs, completed CEACs, SOWs, WBS, CPR, variance analysis, performance and metrics reviews, requirements management, and risk management. Conducted TIMs, KPI reviews, and weekly reviews with executive management, government, and performing organizations.
- Improved deliverable quality and tracking to closure of supply chain contractual actions by instituting new Lean processes.
- Enhanced communication and transparency across multiple suppliers by authoring an escalation process.
- Successfully completed DCMA, ISO and AS audits.
- Identified cost recovery areas by executing re-baseline within allocated time.

### **Deputy Program Manager (02/2005 - 08/2009)**

- Effectively executed a \$128M program to develop a software fusion engine and distribution fusion manager for the Army's Future Combat System Program.

## *Professional Overview Continued*

- Cross-functionally managed quality, configuration management, systems, control account managers, and software engineers. Maintained and reviewed metrics, cost, material procurement, schedule, and resources management. Led proposals, lessons learned, process improvement activities, training, and risk management, including authoring processes and procedures.
- Consistently received 100% award fees.
- Selected as lead for the CMMI Level 5 Certification.
- Recognized as Supplier of the Year.
- Delivered two builds within cost and schedule.

### **Deputy (Chief of Staff) to Vice President (02/2006 - 12/2006)**

- Oversaw multiple programs, including mission area review, monthly program reviews, award boards, financial reviews, long-range planning coordination, and proposal management and documentation.
- Coordinated diversity efforts in 20 locations as West Zone Diversity Lead.
- Boosted staff morale and performance by establishing a personnel recognition and awards program.
- Collaborate with key stakeholders to drive the development and execution of a 3-5 year Strategic Plan and administered an annual \$3B long-range plan.
- Acted as an advisor and be a sounding board to the VP
- Collaborated with the leadership team to develop the annual objectives and coordinated organization-wide goals cascade process. Report quarterly accomplishments to the Executive Office
- Coordinated and operationalized special initiatives within and across the business
- Developed and delivered customer facing content for executive presentations
- Analyzed data and organizational metrics to provide insight and recommendations to improve the organization's accountability and efficiency.
- Prepared monthly presentations, relevant documents and briefing materials for the VP's monthly/quarterly reviews to company President (EVP), Segment Defense EVP, and other commitments for the VP. Determined appropriate content and messaging.
- Central point of contact and owner of content for all VP's leadership meetings.
- Planned, organized, developed agenda and facilitated VP driven meetings to include Offsite meetings, All Hands/Town Halls, Reviews with ELT (CEO), Program Reviews, Executive meetings, Monthly Operations Meeting, Committee meetings, etc.
- Oversaw presentations, including communications, prep and set expectations to presenters and attendees
- Captured major take-aways, maintained milestones and track, assigned and maintained clear action items and exception reporting. Worked with leadership team to ensure follow-up on deliverables and escalate key issues that are stalled.
- Facilitated the development, coordination, communication, and accomplishment of VP's short and long-term business strategies.
- Assisted with operational management decisions and actions as directed.
- Actively participated in and/or lead various forums/meetings internal and external. Prepared presentations and report back to the various stakeholders.
- Managed VP's communications, including key announcements

### **Project Engineer (09/2003 - 02/2005)**

- Executed software development for the \$7M R&D Integrated Undersea Surveillance System (IUSS) Command & Control and Mobilization Planner. Led proposals and participated in orals, evaluated customer requirements, wrote software requirements specifications, interface requirements specifications, and test descriptions and reports.
- Implemented all CMMI Level 5 requirements.
- Delivered three spiral builds within cost and schedule.

### **Senior Systems Engineer (10/2002 - 09/2003)**

- Headed engineering initiatives in public key infrastructure, web-application development, Navy Marine Corps intranet integration, ISNS (CANES) Preferred Product List certification (GOTS/COTS), and installation coordination with SPAWAR.
- Key in driving growth as lead for product line business development in San Diego, involving participation in capture events for DON opportunities and conducting competitor and stakeholder assessments.

## *Professional Overview Continued*

SPACE AND NAVAL WARFARE SYSTEMS COMMAND | San Diego, CA

12/1998 - 10/2002

### **Director of Network Services**

- Directed all engineering initiatives, valued at \$21M, for procurement and integration of software (COTS/GOTS), PCs and Servers for Naval Afloat Networks.
- Managed development, procurement, logistics, test, evaluation and installation of network management capability of 213 ships and four fleet network operation centers in the Navy-- an effort valued at \$4M.
- Reduced management by 30% through the consolidation and redesign of all system engineering websites; saved the government \$300K by creating functional requirement specifications.
- Developed the management and control system's preliminary architecture and system design for the \$6B Department of Defense Teleport program as IPT Lead, orchestrating the engineering efforts of several organizations and conducting independent technical assessments.

## **EDUCATION | PROFESSIONAL DEVELOPMENT**

- **Master of Science in Computer Science**, Naval Postgraduate School
- **Bachelor of Arts in Political Science, minor in Spanish Translation**, *cum laude*, Phi Beta Kappa, San Diego State University
- **Culinary Arts**, Art Institute of San Diego
- **Military**: U.S. Navy ■ U.S. Marines
- **Certifications**: CMMI Associate ■ PMP ■ DOD Acquisition Level 2 ■ CSM
- **Earned Management Value Systems** (Multiple), Humphries and Associates
- **Program Management Development Program**, Lockheed Martin
- **Executive Management**, Carnegie Mellon
- **Languages**: Spanish ■ Italian
- **Clearance**: Secret      **Previously held**: TS SCI

## **TECHNICAL SKILLS**

Lean ■ TQM ■ Six Sigma ■ MSCE coursework ■ MS Office Suite ■ Database ■ Excel ■ MS Access ■ DOORs ■ RFPs ■ MS Project ■ Visio ■ HP Openview ■ CMMI ■ ISO/AS ■ P&L ■ Audit ■ EVMS ■ software development ■ Logistics ■ Inventory ■ SOW ■ Contracts & Subcontract Mgt ■ Strategy ■ Capture Mgt. ■ IT ■ SDLC ■ Agile ■ Strategic Planning ■ DFAR ■ FAR ■ Change Management ■ Business Process Improvement ■ Cross-Functional/Offshore/Remote Team Management

*Languages*: C++ ■ ADA ■ Visual Basic ■ JAVA ■ HTML

## **SELECT AWARDS**

- HP Exceptional Execution (2014)
- National Image, Incorporated, U.S. Navy's Hispanic Officer of the Year (1994)
- IS&S Excellence Diversity Achievement Award; 1 of 52,000 (2006)
- IS&S Diversity Special Recognition Award; 1 of 52,000 (2006)
- Hispanic Engineer National Achievement Award Conference - Professional Achievement Award (2006)
- IS&GS Excellence in Leadership Achievement Award; 1 of 52,000 (2007)