



CareerSource  
CENTRAL FLORIDA



## PRESS KIT

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# CareerSource Central Florida

## Who We Are

CareerSource Central Florida curates local talent for high demand industries, meeting local business needs and cultivating growth and prosperity for the Central Florida community. Whether through job placement, training and certification programs, or higher education, we partner with Central Florida businesses, colleges, and universities to meet industry needs and connect career seekers to local opportunities.

We strive to maintain a purpose-driven company culture that values integrity, innovation, and fun. Our staff and community partners exemplify high standards of leadership and share a common vision for inspiring people, transforming businesses, and elevating the Central Florida community.

### OUR MISSION

Connect Central Floridians to Careers & Develop Skilled Talent for Businesses.

### OUR VISION

Make Central Florida Talent the Best for Businesses.

### BACKGROUND

CareerSource Central Florida is one of 24 regional workforce boards in Florida and the second-largest workforce board in the state of Florida. CSCF is a non-profit 501(c) 3 providing workforce services in a five-county region of approximately 7,000 unique businesses and 2.4 million residents. Its Board of Directors comprises private sector leadership (51%) from throughout the five counties (Lake, Orange, Osceola, Seminole, and Sumter) as well as representatives from local agencies and institutions as defined in Florida and Federal statute (49%).



## AREAS SERVED

CSCF serves residents and businesses in Orange, Seminole, Osceola, Lake and Sumter counties.

## ADMIN OFFICE

390 North Orange Avenue Suite 700  
Orlando, Florida 32801

## CAREER CENTERS

### ***Lake County Career Center***

Lake-Sumter State College,  
9909 US Hwy 441, Building M#29  
Leesburg, Florida 34748  
352-360-6280

### ***Osceola County Career Center***

Valencia College Campus  
1800 Denn John Lane  
CIT Building, Suite 300  
Kissimmee, Florida 34744  
407-705-1555

### ***Seminole County Career Center***

1209 West Airport Boulevard  
Sanford, Florida 32773  
407-531-1231

### ***Southeast Orange County Career Center***

5784 South Semoran Boulevard  
Orlando, Florida 32822  
407-531-1227

### ***West Orange County Career Center***

609 North Powers Drive, Suite 340  
Orlando, Florida 32818  
407-531-1223

# CareerSource Central Florida

## Leadership

### **Pamela Nabors** President/Chief Executive Officer

Pamela Nabors is president and CEO of CareerSource Central Florida (CSCF) – Florida’s second largest regional workforce board.

Overseeing a budget of more than \$30M, Pam continues to lead the ever-evolving board to attract and engage the Central Florida community and deliver top-quality service to businesses, career seekers and partners.



Since 2012, Pam has reinvigorated the organization’s positioning as the premier workforce development board in connecting Central Floridians to careers and developing talent for businesses. Under her leadership, CSCF expanded regional partnerships, tailored service delivery to meet the needs of local businesses and executed a state-wide rebranding to leverage community outreach efforts.

Tapping into her unparalleled knowledge of workforce programs, Pam also navigated strategic efforts in implementing the Workforce Innovation and Opportunity Act (WIOA) federal legislation, which represented a major shift in operations and service delivery. CSCF’s programs were revamped to focus on businesses and services to better meet the unique needs of individuals.

Beyond operating the organization efficiently and transparently, Pam’s innovation and progressive leadership evolved CSCF’s programs to become relevant and valuable to the business and stakeholder community at large. This includes investing more in the healthcare and construction industries due to high-volume of in-demand professions. Moreover, collaborating with local educators for specialized training is a key factor in creating a deeper talent pool of qualified individuals.

Prior to joining CareerSource Central Florida, Pam led program operations for Capital Workforce Partners and was the planning director for Brevard Workforce Development Board. She also obtained the Certified Workforce Development Professional credential with a management endorsement from the National Association of Workforce Development Professionals.

Pam earned her Bachelor of Arts degree in English from the State University of New York College and Master of Science degree in Personnel Psychology from Florida Institute of Technology. In addition, she has taught both undergraduate and graduate courses in career development, human resources and psychology.



Pam has received numerous accolades throughout her career including Orlando Business Journal's "Women Who Mean Business" Executives of the Year Award in 2015 and as a CEO of the Year in 2016. In addition, Pam was presented with the Woman of Distinction, Visionary Award in 2015 by the Girl Scouts of Citrus Council and was also named i4 Business Magazine's Spirit of Collaboration honoree as part of the 2018 Women's Inspired Leadership Awards program.

Pam is an active member of the U.S. Conference of Mayors, Workforce Development Council, the Central Florida Commission on Homelessness, Junior Achievement, Orlando Economic Partnership Board of Directors, Leadership Florida Class XXXVI and many other civic boards.

## **Mimi Coenen** Chief Operations Officer/1st Vice President

Mimi Coenen has been in workforce development for nearly 20 years, and has held a variety of positions in that time which have prepared her for the role of Chief Operating Officer at CareerSource Central Florida. Under her dedicated leadership, CSCF served over 5,500 businesses, helped nearly 90,000 career seekers with employment services, and placed nearly 40,000 Central Floridians into jobs last year, with an economic impact to the region of \$822 million. A critical component to Mimi's success in her current role is an understanding of the community she serves – this is accomplished through her active participation on the Community Action Committee and Leadership Orlando. Additionally, she uses her "business first" philosophy to drive organizational performance, which is keenly focused on meeting the needs of Central Florida businesses. Her day-to-day responsibilities include overseeing all team members focused on operational aspects of the organization for both business and career-seeking customers, providing support to the President and CEO with all Board of Directors activities, and delivery of strategic oversight on administration and service delivery for all federal, state and local workforce development programs and grants. Mimi earned a Bachelor's of Science Degree in Business from Northwood University, and is a member of the National Association of Workforce Development Professionals.



## **Leo Alvarez** Chief Financial Officer/1st Vice President

Leo Alvarez has a wealth of experience in private and public accounting, auditing, compliance and internal controls. Prior to working for CareerSource Central Florida, he served as the accounting manager for Lutheran Services of Florida. He has also worked as an audit associate and accountant for Cross, Fernandez and Riley, a Central Florida accounting firm. Leo is a recent graduate of Leadership Orlando, was named one of Orlando's top C-Suite Executives of 2015 by the Orlando Business Journal for his fiscal competencies and his work to serve the community, and was selected as a finalist in Coors Light's 2016 Lideres of the Year Award, which recognizes Latino leaders from across the country for their commitment to empowering the Latino community. Leo earned a Bachelor of Science degree in business administration, accounting and finance from the University of Central Florida.



**Lisa Burby**  
Vice President, Strategic Communications

There's always a story to tell and Lisa Burby has shared many across a variety of mediums throughout her more than 20-year career as a communications and marketing strategist. As chief storyteller for CareerSource Central Florida (CSCF), Lisa is responsible for elevating and protecting the CSCF brand, overseeing public relations and employee communication strategies, and informing and engaging business partners and key stakeholders by conveying the value, vision and mission of the organization across all channels. A native of Orlando, Florida she's held influential leadership positions at a number of Fortune 500, agency and non-profit companies in the central Florida community ranging from Wyndham Worldwide to AT&T and others in between. Her passion is advancing brand awareness, stimulating consumer demand and strengthening a competitive position in the marketplace. She holds a bachelor science degree in communications from the Florida State University and has been honored with 10 MARCOM awards, an ARDY Award for Communications / Public Relations Team of the Year from the American Resort Development Association and identified by ExecRank as one of the Top 50 Communications Executives in the U.S. Lisa is married with two children.



**Steven Nguyen**  
Vice President, Innovation and Technology

Steven Nguyen leads CareerSource Central Florida's technology strategy and manages IT operations, overseeing 1000+ network devices across seven offices. He brings 11 years of experience in supporting and innovating workforce development solutions. Initiatives include improving service delivery through embracing effective and efficient use of technology, introducing modern mobile business models, developing online opportunities, and providing highly responsive customer service. Nguyen completed his undergraduate studies at the University of Central Florida, and earned a Master of Science in Management Information Systems from Nova Southeastern University. He is also an alumni member of Upsilon Pi Epsilon International Honor Society for Computing and Information Disciplines, in affiliation with the Association for Computing Machinery and IEEE Computer Society.



**Dyana Burke**  
Vice President, Human Resources



Dyana Burke leads CareerSource Central Florida’s (CSCF) Human Resources department overseeing innovative HR initiatives that align with CSCF strategic priorities, driving results, and building a positive work culture. With over 20 years of experience holding key roles in communications and human resources for well-established companies in Central Florida, including Tribune Publishing Company (parent company of the Orlando Sentinel) and Orlando Health, she brings a new perspective to talent acquisition and development efforts, strategic planning, and talent engagement. Creating strategic alliances with leaders to effectively support key business initiatives, while creating an empowering culture where employees can reach their full potential, are an essential part of her role.

Dyana gives back to the Central Florida community and has been a “Top 100 Companies for Working Families in Central Florida” judge for 16 years. She holds a bachelor of science in public relations from the University of Florida and while she is not in the office, she enjoys spending her time with her family, traveling and antiquing.



# CareerSource Central Florida

## History

CareerSource Central Florida is a nonprofit, government-funded agency with the mission of linking local businesses with qualified employees. It offers innovative programs to help job seekers find and advance their careers. We are the community's most reliable resource for workforce planning, training programs and labor market information.

While CareerSource Central Florida transitioned to a new name and brand in 2014, elements of the organization date back to its start nearly two decades ago. The agency's inception can be traced to the Florida Jobs and Education Partnership, which restructured Florida's workforce development system in 1994. As a result, the Central Florida Jobs and Education Partnership, Inc. (CFJEP) was formed in 1996 to cover the service area of Lake, Orange, Osceola, Seminole and Sumter counties. The CFJEP's program prepared youth and adults who were facing serious barriers to employment for participation in the labor force by providing education and job training.

The following year, the Central Florida WAGES Coalition was created to provide planning, coordination and accountability for the Florida Work and Gain Economic Self-Sufficiency program in our service area. It emphasized work, self-sufficiency and personal responsibility while meeting the transitional needs of participants who needed short-term assistance.

In 1999, CFJEP and the Central Florida WAGES Coalition combined their efforts and merged into one board, Workforce Central Florida. By combining the delivery systems of both programs, the organization saved more than \$1 million. That same year, the organization acquired the management of the Workforce Investment Act - a federal program designed to increase the employment, retention and earnings of participants while enhancing their occupational skills. It also strives to reduce welfare dependency and boost the competitiveness of the workforce.

CareerSource Central Florida is one of 24 regional workforce boards under the CareerSource Florida brand. It serves more than two million residents in Lake, Orange, Osceola, Seminole and Sumter counties.



# CareerSource Central Florida

## Boiler Plate

CareerSource Central Florida (CSCF) is Florida's second largest regional workforce board that is state and federally funded with an annual operating budget of \$30.5 million. CSCF provides comprehensive services to connect career seekers and local businesses at no cost. Services include screening and hiring talent; employee training and education; and no cost skills training and education programs. CSCF provides services at five Career Centers located in Lake, Orange, Osceola, Seminole and Sumter counties. The administration office is located in Downtown Orlando. For more information, visit [www.CareerSourceCentralFlorida.com](http://www.CareerSourceCentralFlorida.com).