

Ernie handles the front desk permit intake of the Building Division with poise and professionalism. He is recognized by his co-workers as hardworking, pleasant and conscientious, and by his supervisor as always punctual, incredible reliable and a super team player. He follows through to the end whether is to track down a permit, leading the customer to historical records, or to simply fill out the necessary permit application, Ernie brings a level of confidence, assurance and a winsome smile to customers who might otherwise be intimidated by the permitting process. He also fills in for the Mobile Permit Program when Dayron and Jorge are not available.

Late last year, the city instituted a policy to close out open permits, or else that contractor cannot initiate a new permit. That has created a lot of anxiety and rush to close out longstanding open permits. Ernie has handled these numerous permits with patience and diligence, assuring property owners and contractors that he will assist them along the way. As a result, he has received a number of commendations for his work.

Ernie started with the Department as a part time Plans Coordinator Assistant in 2002, and quickly learned the complexity of our permitting and inspection process, thus already playing a critical role in the Building Division. When a full time position opened up in 2014, it was without a doubt he was the best candidate for the job, as he had demonstrated the deep knowledge learned as a part-timer and the excellent customer service attitude that exemplifies the City of Coral Gables.

We have high hopes for Ernie, and encourage him to continue his studies, which is now in Project Management. Attached are just two samples of recognition emails for him from customers where "outstanding customer service" and "true professional" were used to describe his work. The future is bright for this young professional, and it is with great honor that I join my co-workers to nominate Mr. Ernesto Bermudez as Employee of the Month.

**Ingersoll, Kenneth**

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**From:** Matthew Haber <mhaber@pathmanlewis.com>  
**Sent:** Friday, March 03, 2017 10:58 AM  
**To:** Bermudez, Ernesto  
**Cc:** Garcia, Dayron; Wu, Charles  
**Subject:** RE: 11 CASUARINA CONCOURSE - CLOSED PERMITS

Hi Ernesto,

Thank you for sending the document below my way! It's been a pleasure working on this with you and I greatly appreciate your help closing out all of the remaining permits on this property.

Sincerely,

**MATTHEW HABER**

ASSOCIATE | PATHMAN LEWIS, LLP

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**PATHMAN LEWIS, LLP**

ATTORNEYS AT LAW

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**From:** Bermudez, Ernesto [<mailto:ebermudez1@coralgables.com>]

**Sent:** Monday, February 27, 2017 8:40 AM

**To:** Matthew Haber

**Subject:** 11 CASUARINA CONCOURSE - CLOSED PERMITS

That is amazing!!

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**From:** Matthew Haber [<mailto:mhaber@pathmanlewis.com>]

**Sent:** Wednesday, February 22, 2017 9:52 AM

**To:** Bermudez, Ernesto

**Subject:** Fwd: Sent from the Coral Gables Public Works Department

Good news! See below and attached.

**Matthew Haber**

Associate | Pathman Lewis, LLP

T - [305-379-2425](tel:3053792425)

F - [305-379-2420](tel:3053792420)

## Ingersoll, Kenneth

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**From:** Miner, William  
**Sent:** Thursday, February 09, 2017 10:21 AM  
**To:** 'Stephanie Mayer'  
**Cc:** Bermudez, Ernesto; Vincent Cordero; Wu, Charles; Garcia, Dayron  
**Subject:** RE: Outstanding Service of Mr. Ernesto Bermudez

Thank you Ms. Mayer for your recognition of Ernesto Bermudez. He is indeed an outstanding employee, who always delivers high quality customer service. We often use him to train our new employees so that his positive attitude becomes a part of our culture. Your feedback is appreciated and will be shared with the rest of our management.

Regards

**William G. Miner**  
Building Director  
The City of Coral Gables  
305-460-5240  
[wminer@coralgables.com](mailto:wminer@coralgables.com)

**From:** Stephanie Mayer [<mailto:smayer21@gmail.com>]  
**Sent:** Wednesday, February 08, 2017 2:58 PM  
**To:** Miner, William  
**Cc:** Bermudez, Ernesto; Vincent Cordero  
**Subject:** Outstanding Service of Mr. Ernesto Bermudez

Good afternoon Mr. Miner:

I am writing to let you know of the outstanding service of one of your employees Mr. Ernesto Bermudez, Plans Coordinator Assistant.

We are the property owners of 756 Alhambra Circle and we were working on closing a permit regarding our pool. It was a very challenged and lengthy process, that was not getting resolved, that is until we met Mr. Bermudez.

He went above and beyond trying to find out what the issues were surrounding our permit, assisted us in filling out and filing the appropriate paperwork, and following up to make sure it was submitted to each department until it was closed. It is only with his assistance that our permit was closed.

We are most thankful to Mr. Bermudez for his outstanding customer service and wanted to bring to your attention his great work. He is a true professional that cares about his work, and the residents of Coral Gables.

Kind regards,  
Stephanie Mayer & Vincent Cordero