



City of Palm Desert
PW - Operations & Maintenance
Randy Chavez, Director of Public Works
73-510 Fred Waring Drive, Palm Desert, CA 92260

[URBAN WORK CONSTRUCTION, INC.] RESPONSE DOCUMENT REPORT

RFP No. 2024-RFP-161

Facilities Repairs and Improvements Project 4

RESPONSE DEADLINE: April 17, 2025 at 5:00 pm

Report Generated: Friday, May 9, 2025

Urban Work Construction, Inc. Response

CONTACT INFORMATION

Company:

Urban Work Construction, Inc.

Email:

james@urbanworxinc.com

Contact:

James Henderson

Address:

39203 LEOPARD ST
Ste. B
Palm Desert, CA 92211

Phone:

(760) 321-3770

Website:

callurbanworx.com

Submission Date:

Apr 17, 2025 2:43 PM (Pacific Time)

ADDENDA CONFIRMATION

Addendum #1

Confirmed Apr 17, 2025 12:56 PM by James Henderson

Addendum #2

Confirmed Apr 17, 2025 12:56 PM by James Henderson

Addendum #3

Confirmed Apr 17, 2025 12:56 PM by James Henderson

Addendum #4

Confirmed Apr 17, 2025 12:56 PM by James Henderson

QUESTIONNAIRE

1. Proposal (WITHOUT COST)*

Proposals shall be concise, well organized and demonstrate qualifications and applicable experience. Proposals shall be organized and include page numbers for all pages in the proposal. The proposal shall be uploaded here, in the following order and shall include:

1. Cover Letter

- A. This letter should briefly introduce the firm, summarize the firm's general qualifications, include an executive summary of the specific approach which will be used to deliver the work scope; and identify the individual(s) name, address and phone number authorized to negotiate Agreement terms and compensation.

2. Experience and Technical Competence

- A. **Background:** Provide history of the firm's consulting experience which specifically addresses the individual or firm's experience with similar Service as described in this RFP.

- B. **References:** The proposal shall include a list of recently completed projects that are similar in scope and function to this RFP. Provide a description of the project, client name, and the name, title, and telephone number of the primary contact person.

3. **Firm Staffing and Key Personnel**

- A. **Staffing:** Provide the number of staff to be assigned to perform the Services and the names/discipline/job title of each as well as your firm's capacity to provide additional personnel as needed.
- B. **Key Personnel:** Identify key persons that will be principally responsible for working with the City. Indicate the role and responsibility of each individual.
- C. **Team Organization:** Describe proposed team organization, including identification and responsibilities of key personnel.
- D. **Subcontractors:** The Proposer shall identify functions that are likely to be subcontracted and identify the subcontractor that is anticipated to perform each function.

4. **Proposed Method to Accomplish the Work**

- A. Describe the technical and management approach to providing the Services to the City. Proposer should take into account the scope of the Services, and general functions required. Include a draft first year schedule of tasks, milestones, and deliverables that will provide for timely provision of the Services. In reviewing the scope of Services and goals described herein, the Proposer may identify additional necessary tasks and is invited to bring these to the City's attention within the discussion of its proposed method to accomplish the work.

Submittal_-_Facilities_Repairs_and_Improvements_Project_4_A-D.pdf

2. **Non-Collusion Declaration***

The undersigned declares:

I am an authorized representative of my company, the party making the foregoing Bid, to certify the following.

The Bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The Bid is genuine and not collusive or sham. The Bidder has not directly or indirectly induced or solicited any other Bidder to put in a false or sham bid. The Bidder has not directly or indirectly colluded, conspired, connived, or agreed with any Bidder or anyone

else to put in a sham bid, or to refrain from bidding. The Bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the Bid Price of the Bidder or any other Bidder, or to fix any overhead, profit, or cost element of the Bid Price, or of that of any other Bidder. All statements contained in the Bid are true. The Bidder has not, directly or indirectly, submitted his or her Bid Price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a Bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the Bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Confirmed

3. Iran Contracting Act Certification*

(Public Contract Code section 2200 et seq.)

As required by California Public Contract Code Section 2204, the Contractor certifies subject to penalty for perjury that the option selected below relating to the Contractor's status in regard to the Iran Contracting Act of 2010 (Public Contract Code Section 2200 et seq.) is true and correct.

Note: In accordance with Public Contract Code Section 2205, false certification of this form shall be reported to the California Attorney General and may result in civil penalties equal to the greater of \$250,000 or twice the Contract amount, termination of the Contract and/or ineligibility to bid on contracts for three years.

The Contractor is not identified on the current list of person and entities engaged in investment activities in Iran prepared by the California Department of General Services in accordance with subdivision (b) of Public Contract Code Section 2203; or a financial instruction that extends, for 45 calendar days or more, credit in the amount of \$20,000,000 or more to any other person or entity identified on the current list of persons and entities engaging in investment activities in Iran prepared by the California Department of General Services in accordance with subdivision (b) of Public Contract Code Section 2203, if that person or entity uses or will use the credit to provide goods or services in the energy sector in Iran.

4. Enter your valid CA Contractors State License Board (CSLB) number*

Please enter your License Number here. This will be verified against the state database.

1066712

[Click to Verify](#) *Value will be copied to clipboard*

5. Enter your California Department of Industrial Relations (DIR) Registration number*

Please enter your Public Works Contractor DIR Number. This will be verified against the state database.

2000008490

[Click to Verify](#) *Value will be copied to clipboard*

6. Type of Business*

C Corporation (if corporation, two signatures are required)

7. Litigation*

Provide litigation history for any claims filed by your firm or against your firm related to the provision of Services in the last five (5) years (or type "N/A").

N/A

8. Changes to Agreement*

The City or Authority standard professional services agreement contract is included as an attachment herein. The Proposer shall identify any objections to and/or request changes to the standard contract language in this section of the proposal (or type "N/A"). If you are identifying changes here **ALSO** upload a copy of the redlined Language/Agreement with your Proposal. Changes requested may effect the City or Authority's decision to enter into an Agreement.

N/A

9. No Deviations from the RFP*

In submitting a proposal in response to this RFP, Proposer is certifying that it takes no exceptions to this RFP including, but not limited to, the Agreement. If any exceptions are taken, such exceptions must be clearly noted here, and may be reason for rejection of the proposal. As such, Proposer is directed to carefully review the proposed Agreement and, in particular, the insurance and indemnification provisions therein (or type "N/A").

Maximum response length: 5000 characters

N/A

10. Project Team Resumes*

Submit resumes of all key personnel/support staff that will produce work product for the Services. Describe their qualifications, education, and professional licensing.

James_Henderson_Resume.pdf
John_Doyle_Resume.pdf
Mike_Doyle_Resume.pdf
Zack_Vaughan_Resume.pdf
Maribel_Orellana_Resume.pdf
Taryn_Rodriguez_Resume.pdf
Martin_Hurtado_Resume.pdf
Jesse_Hurtado_Resume.pdf
Amanda_Anthony_Resume.pdf
Joshua_Bogle_Resume.pdf
Luis_Salazar_Resume.pdf

11. List the Signatory(s) Authorized to Sign and Bind an Agreement.*

(If two (2) signatures are required, include the following information for both signatories)

1. Full Name
2. Title

3. Physical Business Address

4. Email Address

5. Phone Number

- **Name:** James Henderson
- **Title:** President
- **Address:** 39203 Leopard St., Ste. B, Palm Desert, CA 92211
- **Email:** james@urbanworxinc.com
- **Phone:** (760) 321-3770
- **Name:** John Doyle
- **Title:** CFO & COO
- **Address:** 39203 Leopard St., Ste. B, Palm Desert, CA 92211
- **Email:** john@urbanworxinc.com
- **Phone:** (760) 321-3770

12. Certification of Proposal: The undersigned hereby submits its proposal and, by doing so, agrees to furnish services in accordance with the Request for Proposal (RFP), and to be bound by the terms and conditions of the RFP.*

Confirmed

PRICE TABLES

HOURLY RATES

These rates are to be used to provide quotes for work under the Maintenance Services Agreement and incorporated into Task Orders.

Line Item	Description	Unit of Measure	Unit Cost
1	Construction Foreman	Hourly Rate	\$220.00
2	Construction Supervisor	Hourly Rate	\$217.00
3	Framer	Hourly Rate	\$195.00
4	Drywall Installer	Hourly Rate	\$195.00
5	Plumber	Hourly Rate	\$212.00
6	Concrete worker	Hourly Rate	\$184.00
7	Carpenter	Hourly Rate	\$195.00
8	Painter	Hourly Rate	\$152.00
9	Welder	Hourly Rate	\$216.00
10	Flooring Installer	Hourly Rate	\$180.00
11	Electrician	Hourly Rate	\$217.00
12	Laborer	Hourly Rate	\$187.00



Cover Letter

Date: April 17, 2025

From: Urban Worx Construction, Inc.
39203 Leopard St., Ste. B
Palm Desert, CA 92211
Phone: (760) 321-3770
Email: james@urbanworxinc.com

To: Melanie Slater
Management Analyst
City of Palm Desert – PW Operations & Maintenance
73-510 Fred Waring Drive
Palm Desert, CA 92260

RE: Proposal for Facilities Repairs and Improvements Project 4 – RFP No. 2024-RFP-161

Dear Ms. Slater,

Urban Worx Construction, Inc. (DBA Urban Worx) is pleased to submit this proposal for the Facilities Repairs and Improvements Project 4. As a Palm Desert-based, full-service construction company holding a B-General Building Contractor's license along with specialty licenses in C10 (Electrical), C20 (HVAC), C36 (Plumbing), and C16/D35 (Pool and Spa Maintenance), we are uniquely positioned to meet the City's maintenance needs with depth and efficiency.

Our team of in-house technicians allows us to self-perform the wide range of trades included in the scope reducing costs and turnaround times ensuring consistent quality control. We

pride ourselves on being a one-stop solution for general construction and specialty trades eliminating the delays and complications that often come with coordinating subcontractors.

With over 40 years combined experience in the construction industry, we bring firsthand knowledge of both service and new construction work across commercial and residential projects. My business partner, John Doyle, is the license holder in all aforementioned classifications and has an equally extensive background, particularly in facilities management. Together, we bring a deep understanding of the expectations for public-sector work and the importance of safe, clean, and high-functioning community facilities.

Our approach to this project emphasizes:

- Rapid response and flexibility in scheduling
- Cost-effective in-house staffing across trades
- Professionalism and clear communication with City staff
- Prioritization of safety for both technicians and the public
- Use of technology to support documentation and asset tracking

We are confident that Urban Worx can serve as a dependable and efficient partner to the City of Palm Desert and the Palm Desert Housing Authority. Should you have any questions or require additional details, I, James Henderson, am authorized to negotiate agreement terms and compensation and can be reached at (760) 321-3770 or james@urbanworxinc.com. John Doyle is also available at john@urbanworxinc.com.

Thank you for your time and consideration.

Sincerely,

James Henderson

President

Urban Worx Construction, Inc.

Experience and Technical Competence

Background of Firm

Urban Worx Construction, Inc. (DBA Urban Worx) is a full-service construction firm based in Palm Desert, California, specializing in general construction, facility maintenance, and specialty trade services. Founded in 2019, the company has rapidly grown to serve over 4,000 clients by delivering high-quality plumbing, HVAC, electrical, and general contracting services. Urban Worx is uniquely positioned to self-perform most trades relevant to the Facilities Repairs and Improvements Project 4 due to its in-house staffing and multiple specialty contractor licenses, which minimizes subcontracting and enhances quality control, scheduling efficiency, and cost-effectiveness.

Urban Worx holds the following contractor classifications:

- **B – General Building Contractor**
- **C-10 – Electrical**
- **C-20 – Warm-Air Heating, Ventilation, and Air-Conditioning**
- **C-36 – Plumbing**
- **D-35 / C-16 – Pool and Spa Maintenance**

Our leadership team brings over 40 years of combined experience in construction, municipal facility management, operations, and code compliance.

Key Personnel Experience

James Henderson

President, Urban Worx Construction, Inc.

 (760) 321-3770 |  james@urbanworxinc.com



James Henderson is an accomplished business executive with over 20 years of experience in the construction, insurance, and financial sectors. As President of Urban Worx Construction, he has led the company's rapid growth by delivering exceptional service across general construction and specialty trades. James specializes in project oversight, client relationship management, and risk mitigation. His leadership has guided successful residential and commercial construction projects throughout Southern California.

Past roles include:

- Founder of Burton Development, Inc., where he led homebuilding operations including land acquisition, planning, and construction.
 - Executive at Robert Henderson Construction, overseeing warranty work for major homebuilders and managing field crews.
 - MBA and BA in Business Administration from California State University, San Bernardino.
-

John Doyle

Director of Operations / Co-Principal

 (760) 391-0590 |  john@urbanworxinc.com

John Doyle is a licensed contractor in General Building, Plumbing, HVAC, Electrical, and Pool & Spa Maintenance in both California and Arizona. He has over 20 years of hands-on and managerial experience in construction and facilities management, having led teams at Ameripan Inc. and served in various roles with the State of California. His past roles include Director of Operations at Ameripan Inc, Codes and Standards Administrator for the California Department of Housing and Community Development, and Stationary Engineer for state facilities including Cal Fire and Ironwood State Prison.

His extensive municipal experience includes serving on commissions for the City of Indio and overseeing compliance with the California Health & Safety Code. John is highly experienced in long-term infrastructure planning, budgeting, inspection enforcement, and workforce training.


- AS in Business Administration, College of the Desert
- Holds EPA Universal Freon Certification and multiple technical certifications

Project References

1. Desert Recreation District – ICC HVAC Replacement

Client: RivCo Mechanical Services, Inc.

Contact: Richard Sang, General Manager

 (760) 200-9898

DIR Project No.: 23-10-002-PW


Role: Subcontractor

Urban Worx served as a subcontractor on the Desert Recreation District's ICC HVAC Replacement project. Our team installed over 450 linear feet of 6" A53 Type B black steel pipe with full insulation and PVC jacketing between the mechanical room and the newly installed chiller. We also constructed the cold water loop within the mechanical room, including installation of air separators, expansion tanks, and water pumps. The project required coordination with multiple trades and meticulous attention to detail to maintain functionality of the facility during upgrades.

2. Boys & Girls Club Remodel Project

Client: Resort Construction Services

Contact: Jerry Loces, Owner

 (760) 778-8862


Role: Subcontractor

Urban Worx provided multi-trade services for a major remodel of the Boys & Girls Club. Our scope included demolition, framing, plumbing, HVAC, electrical, finish carpentry, and general construction support. The work was performed under tight timelines and required close coordination with the general contractor to meet inspection milestones and maintain site safety.

3. Package Unit Replacement – 41990 Cook St., Palm Desert, CA

Client: Roof Asset Management

Contact: Ron Winkle, Owner

 (760) 574-2903


Role: Subcontractor

Urban Worx removed and replaced 22 rooftop package unit air conditioning systems at a commercial property in Palm Desert. This project included the safe removal and disposal of existing HVAC units, structural reinforcements as needed, installation of new units, and full system start-up. The project was delivered on schedule with minimal disruption to building tenants.

4. Multi-Site Facility Maintenance – Abby Solutions (National Service Provider)

Client: Abby Solutions

Contact: Carl Benson, Dispatch Manager

 (201) 301-8827

Role: Service Provider

Urban Worx holds an ongoing service agreement with Abby Solutions, providing HVAC, plumbing, and general facility maintenance for commercial properties across the Coachella Valley. We regularly respond to dispatches for scheduled maintenance and emergency repairs. Services include HVAC diagnostics and repairs, plumbing leak mitigation, fixture replacements, and general facilities support.

5. National Home Warranty Providers – Multi-Trade Services

Clients Include:

- American Home Shield
- Fidelity National Home Warranty
- Old Republic Home Protection
- Cinch Home Warranty
- Choice Home Warranty
- First American Home Warranty

Scope: Urban Worx provides a wide array of services for residential customers under national warranty plans, including HVAC maintenance and replacement, plumbing repairs, re-pipes, equipment replacements, electrical troubleshooting and upgrades, and pool equipment service. These programs require adherence to strict warranty criteria, quick turnaround on diagnostics, and professional reporting. Contact details are available upon request.

Firm Staffing & Key Personnel

Urban Worx Construction, Inc. employs a skilled and well-rounded team with the capacity to self-perform the vast majority of trades listed in the City's Scope of Services. While our company was officially established in 2019, our core staff has worked together for many years across multiple companies spanning over 10+ years, building a strong foundation of teamwork, trust, and shared experience. This long-standing collaboration enables our team to operate with flexibility, respond rapidly, and consistently deliver high-quality maintenance and repair services.

Team Organization

Executive & Management

- **James Henderson** – President / Primary Contact
- **John Doyle** – Co-Principal / Director of Operations
- **Mike Doyle** – Operations Manager
- **Zack Vaughan** – Outside Service Manager

Office Support Staff

- **Maribel Orellana** – Office Coordinator
- **Taryn Rodriguez** – Office Coordinator

Lead Field Technicians

- **Martin Hurtado** – Lead Commercial Plumber
 - **Jesse Hurtado** – Lead Residential Plumber
 - **Amanda Anthony** – Lead HVAC Technician
 - **Joshua Bogle** – Lead Electrical Technician
 - **Luis Salazar** – Lead Installer
-

Key Personnel Bios

Mike Doyle – Operations Manager

Mike Doyle manages the day-to-day operations of Urban Worx, ensuring smooth

coordination across HVAC, plumbing, and electrical services. He oversees both field and office teams to ensure dispatch efficiency, quality service delivery, and strong internal communication. His operational oversight supports customer satisfaction and project efficiency across all departments.

Zack Vaughan – Outside Service Manager

Zack Vaughan is responsible for quality control and performance in the field. He ensures technician workmanship meets Urban Worx standards, conducts jobsite walkthroughs, and serves as a liaison between customers, technicians, and management. His leadership ensures consistency, safety, and professionalism across field operations.

Maribel Orellana – Office Coordinator

Maribel oversees technician scheduling, customer service communications, and parts procurement. Her role supports operational continuity and ensures fast, responsive service delivery, contributing to Urban Worx's reputation for reliability.

Taryn Rodriguez – Office Coordinator

Taryn plays a vital role in managing logistics, dispatch coordination, and material tracking. She supports internal operations by ensuring clear communication between office and field teams and contributes to a high level of customer service.

Martin Hurtado – Lead Commercial Plumber

Martin leads the commercial plumbing division, ensuring technical accuracy, safety, and code compliance. He manages field technicians and oversees the completion of large-scale plumbing repairs and installations across multiple projects.

Jesse Hurtado – Lead Residential Plumber

Jesse is responsible for all residential plumbing operations, troubleshooting systems, and mentoring junior staff. His expertise ensures responsive and high-quality residential service delivery.

Amanda Anthony – Lead HVAC Technician

Thaniel brings extensive experience in HVAC diagnostics, repairs, and installations. He supports the HVAC team with troubleshooting, field training, and ensuring systems meet customer, city, and manufacturer performance standards.

Joshua Bogle – Lead Electrical Technician

Joshua oversees all electrical service operations. He ensures compliance with electrical codes, oversees upgrades, and mentors electricians on both residential and commercial job sites.

Luis Salazar – Lead Installer

Luis specializes in HVAC installations, including packaged units, chillers, and split systems. He leads installation crews from layout through commissioning, ensuring efficient and clean installations.

Proposed Method to Accomplish the Work

Urban Worx Construction, Inc. proposes a highly responsive, well-coordinated, and cost-effective approach to executing the Facilities Repairs and Improvements Project 4. Our method emphasizes self-performance of critical trades, proactive facility evaluations, detailed documentation, and alignment with the City's long-term maintenance goals.

1. Facility Assessments and Site Visits

Urban Worx recommends regularly scheduled site visits on a **monthly basis**, with flexibility to adjust based on the City's priorities or seasonal needs. During these visits, our team will:

- Conduct thorough inspections of designated facilities
- Identify preventative maintenance items and emerging repair needs
- Document findings with photographs and notes
- Develop a prioritized report of maintenance tasks, including cost estimates

Each site visit will be coordinated with City staff in advance. Following the visit, a written report will be submitted in a timely manner, including all required information as outlined in the RFP.

2. Project Planning and Task Order Execution

Once a maintenance project is approved by City staff:

- Urban Worx will meet with designated City representatives to finalize scope, schedule, and logistics
- A project timeline and milestone schedule will be provided
- All necessary permits and coordination with inspectors will be handled in-house

We utilize our in-house team for nearly all trade work (plumbing, HVAC, electrical, carpentry, etc.), which allows us to provide competitive pricing and a tighter project schedule.

3. Use of Technology and Asset Management Integration

Urban Worx utilizes **Service Fusion**, a cloud-based CRM and field service platform, to track, document, and manage all work orders. Key features include:

- Time-stamped photo documentation

- Equipment tracking by asset and location
- Technician job notes and status updates
- Integration with mobile devices for field reporting

We are fully open to using the **City's Asset Management Software** and will work with the City's team to ensure compatibility between platforms. Our technicians are equipped with smartphones and tablets to input data directly on site. If selected to use the City's platform, we are committed to entering required data (location, materials used, work details, etc.) and submitting final reports in a timely manner.

4. Emergency Response and After-Hours Availability

Urban Worx has the internal capacity to respond to **same-day emergency calls** and is available for after-hours support when needed. Our service department is staffed to manage urgent dispatches, and our field technicians are trained to respond quickly, efficiently, and safely to minimize disruptions.

5. Jobsite Safety and Public Protection

Safety is a cornerstone of our operations. We have **written safety protocols and jobsite preparation procedures** for every work site. These include:

- Use of signage, barriers, cones, and dust protection
- Protective measures for adjacent equipment and public areas
- Same-day debris removal and site clean-up

Zack Vaughan, our Outside Service Manager, also serves as our **Dedicated Safety Manager**. He is responsible for safety oversight on all projects, conducting jobsite audits, and ensuring compliance with OSHA standards and City requirements.

6. Communication and Collaboration

Urban Worx values transparency and professionalism in communication. We maintain a direct line of communication between our field technicians, office coordinators, and City staff to ensure timely updates, rapid resolution of issues, and clear documentation throughout the duration of each task or project.

James A. Henderson

Palm Desert, CA 92211

(760) 321-3770 | james@urbanworxinc.com

BUSINESS EXECUTIVE | CONSTRUCTION & FACILITY MAINTENANCE SPECIALIST

Experienced executive with over 20 years leading construction and maintenance teams, specializing in service delivery for municipal, residential, and commercial clients. Proven track record of executing and managing multi-trade projects including HVAC, electrical, plumbing, framing, concrete, carpentry, drywall, painting, and more. Recognized for expertise in strategic operations, project oversight, and maintaining compliance with public-sector standards and procurement procedures. Known for strong communication with city stakeholders, hands-on leadership, and delivery of detailed assessments and reporting.

Core Competencies:

Facility Maintenance & Assessments • Multi-Trade Operations • Public Works Compliance
City Project Coordination • Project Cost Estimating • Strategic Planning & Reporting

RELEVANT EXPERIENCE

President | Urban Worx Construction, Inc.

Palm Desert, CA | 2019 – Present

- Founded and scaled a licensed general contracting firm providing full-service maintenance and repair, including framing, drywall, concrete, painting, electrical, plumbing, and HVAC.
- Delivered over 1,946 service calls in 2024 while ensuring high client satisfaction and project execution to specification.
- Coordinated with city departments, HOAs, and public agencies on assessments, permitting, and project execution.
- Provide written site visit reports, estimates, and maintenance plans with photos, timelines, and materials.
- Managed full project lifecycle: labor deployment, equipment, materials procurement, and warranty support.
- Lead internal safety protocols, debris removal standards, and public safety coordination per municipal requirements.

Account Executive | Insurance Incorporated

Riverside, CA | 2011 – 2019

- Oversaw insurance portfolios for contractors and businesses with an emphasis on risk management and compliance with municipal contract requirements.
- Developed data-driven systems for tracking client assets, reporting, and policy performance.

Founder & Principal | Burton Development, Inc.
Riverside, CA | 2003 – 2008

- Managed land acquisition, entitlements, construction, and sale of custom homes.
- Delivered \$1.5M/year in sales with tight budget and time controls.
- Performed full project planning, permitting, and construction lifecycle management.

Project Manager | Robert Henderson Construction
Riverside, CA | 1995 – 2003

- Led field teams in warranty and repair work for large homebuilders, managing over 16 journeymen.
- Implemented structured job reporting tools and financial tracking software to improve delivery efficiency and margins.

EDUCATION

MBA, Business Administration
California State University, San Bernardino – 2019

B.A., Business Administration
California State University, San Bernardino, Palm Desert Campus – 2017

PROJECT ALIGNMENT – CITY OF PALM DESERT

- Experienced in multi-site assessments, report generation, and project scoping
- Skilled in estimating and executing projects requiring cross-trade coordination
- Committed to timely debris removal, public safety standards, and site cleanliness
- Familiar with municipal warranty protocols, permitting, and inspection processes
- Capable of uploading reports into Asset Management Software or City-approved templates

JOHN DOYLE

Indio, California 92203 | 760-391-0590 | john@urbanworxinc.com

Construction and Facilities Operations

Results-driven leader holding multiple contractors' trade licenses in California and Arizona including HVAC, Plumbing, Electrical and General Contractor with extensive experience leading teams. Sat on multiple boards including the Community Services Commission and the Fair Practices Commission for the **City of Indio**. Seeks a role where outstanding leadership, facilities, and operational expertise can be leveraged in the successful management of any project.

SKILLS

- Executive Leadership • Municipal Administration • Large-Scale Planning • Operations • City Budget
- Economic Development • Manager/Administrator • Finance • Infrastructure Improvements • Facilities
- Staff Management • Community Engagement • Administrative Oversight • Municipal Management
- Interpersonal and Communication Skills • Public Safety • Unions • Water Enterprises • Collaborative
- Technology: MS Word, Excel, Outlook, PowerPoint, Project, QuickBooks, Apple, and Android Devices

PROFESSIONAL EXPERIENCE

AMERIPAN INC. & URBAN WORX CONSTRUCTION, INC.
DIRECTOR OF OPERATIONS, Palm Desert, CA

2006 to Present

Ameripan Inc is a full-service residential and commercial construction company specializing in new construction; remodels; plumbing, HVAC, electrical, and pool/spa equipment maintenance, fire safety & inspection, industrial safety engineering. As director of operations, job functions include the following:

- Manage large-scale planning and infrastructure improvement projects including complex building maintenance and construction projects from estimation through on-time, on-budget completion.
- Lead, manage and coach a large team in the delivery of successful facilities projects throughout Southern California and the city of Indio.
- Analyze and participate in the preparation and administration of project budgets.
- Prioritize multiple competing work orders and aligned needed teams and resources to deliver the highest-quality result at the best possible cost.
- Provide administrative oversight to the operational and policy functions of projects ensuring they were completed and delivered with high levels of client satisfaction.
- Oversee the day-to-day operations of the firm and planned managed the activities and operations of all internal departments, advising and assisting where needed.
- Provide administrative oversight to the operational and policy functions for the organization, including establishing positive working relationships with representatives with community organizations, state/local agencies and associations, and the public.
- As the organization's business leader, I create extensive economic development opportunities for the firm, including obtaining large contracts for massive infrastructure improvement projects.
- Use exceptional communication skills with both external and internal stakeholders ensuring facilities and infrastructure projects were delivered what was agreed upon.
- Create both short term and long-term large-scale planning of the organization, ensuring the growth and ongoing continuous improvement of the firm.

PROFESSIONAL EXPERIENCE CONTINUED

STATE OF CALIFORNIA – January 2018 to September 2021

CODES AND STANDARDS ADMINISTRATOR I

Housing and Community Development, Riverside, CA

Heald progressive role as Codes and Standards Administrator overseeing 24 inspectors from San Luis Obispo to San Diego border with Mexico.

- Led, monitored and guided a team of district representatives in the inspection and enforcement of California Health and Safety Codes.
- Provided coaching to staff on how to grow their career within the State of California.
- Established expectations, monitored performance, and provided constructive feedback to staff on a continuous basis, including documenting deficiencies through performance evaluations and corrective memorandums.
- Provided training and development to field district representatives to enable them to perform their assigned duties in the most efficient, professional, and courteous manner, including developing continuing training assignments for district representatives.
- Supported area-wide application by the Division staff and for local administration of State Housing Law Employee Housing and Mobile Home Park laws in construction, electrical, plumbing, heating, and related data preliminary to division approval of alternate materials, appliances, fixture, methods of construction, and installation techniques.

STATIONARY ENGINEER

California Department of Fire and Forestry & Ironwood State Prison

- Supervised Construction as well as implemented policy and procedure of all the mechanical and security protocols for the New Cal Fire Southern Operations Base located at March Airforce base in Moreno Valley. This facility is state of the art and designed to manage all the emergency fire operations for Southern California to include but not limited to air and ground support.
- Developed key relationships with internal and external stakeholders including Council, City staff, public and private organizations.
- Partnered with public safety, unions, and water enterprises in executing projects.

BOARDS & COMMISSIONS

Commissioner: Community Services Commission, **City of Indio** (2014 to 2016); Mobile Home Fair Practices Commission, **City of Indio** (2012 to 2014)
Treasurer: Board of Directors, **Sonora Wells HOA**, Indio (2010 to 2014)
Chair: Board of Directors, **United Methodist Church**, (2008 to 2010)

EDUCATION

Associate of Science in Business Administration, College of the Desert, Palm Desert, CA, 2017

LICENCES & CERTIFICATIONS

State of California: B General Contractor, C-36 Plumbing, C-20 HVAC, C-10 Electrical, D-35 Pool and Spa Maintenance
EPA: Universal Freon Certification
Additional: Sloan Value Certified, Mold Certified, Boiler Certification

Mike Doyle

Operations Manager

Palm Desert, CA | Contact Information Available Upon Request

PROFILE

Results-driven Operations Manager with extensive experience coordinating multidisciplinary service teams and optimizing day-to-day field and office workflows. At Urban Worx Construction, Inc., Mike ensures efficient scheduling, dispatch, communication, and service execution across HVAC, plumbing, and electrical divisions. Skilled in team leadership, operational systems, and project logistics. Committed to driving service quality, internal coordination, and customer satisfaction.

AREAS OF EXPERTISE

- Field & Office Team Management
- Service Dispatch & Scheduling
- Multi-Trade Operational Oversight
- Customer Service Strategy
- Project Coordination & Communication
- Workflow Optimization
- Cross-Departmental Collaboration
- Quality Control Systems
- Business Process Improvement

EXPERIENCE

Operations Manager

Urban Worx Construction, Inc. – Palm Desert, CA | 2021 – Present

- Oversees the daily coordination of HVAC, plumbing, and electrical services across all departments.
- Manages technician dispatch, routing, and resource allocation to ensure operational efficiency.
- Acts as a liaison between office staff, field technicians, and management to ensure alignment.
- Monitors job progress, customer satisfaction, and technician performance to improve service delivery.
- Implements systems that streamline communication and support accountability across teams.
- Participates in planning meetings, workflow development, and operations reporting.

Service & Operations Coordinator

Prior Service Management Roles – Coachella Valley | 2010 – 2021

- Directed service team scheduling and dispatch for multi-technician service operations.
- Tracked and analyzed service metrics to identify operational gaps and process improvements.
- Maintained close contact with customers, field staff, and vendors to ensure timely service execution.

TECHNICAL TOOLS & SKILLS

- CRM & Field Service Software (Service Fusion, Housecall Pro, etc.)
- Routing & Dispatch Optimization Tools
- Microsoft Office Suite (Excel, Outlook, Word)
- Service Reporting & Customer Feedback Tools
- Fleet and Inventory Oversight

PROJECT RELEVANCE

- Oversees seamless coordination of multi-trade service teams and dispatch activities
- Ensures project scheduling aligns with city expectations and jobsite access requirements
- Supports internal communications to meet documentation and inspection standards
- Drives quality assurance, job completion tracking, and performance follow-through
- Optimizes labor and resource use for timely, high-quality public service delivery

Zack Vaughan

Outside Service Manager

PROFESSIONAL SUMMARY

Field operations leader with 20 years of industry experience overseeing technician performance, quality control, and customer satisfaction. As Outside Service Manager at Urban Worx Construction, Inc., Zack ensures exceptional service delivery by managing field execution standards, conducting jobsite walkthroughs, and mentoring field staff. Acts as the critical bridge between customers, field teams, and company leadership. Skilled in ensuring compliance with safety protocols, driving consistent field operations, and improving technician performance.

Core Skills:

Field Operations Oversight • Quality Assurance • Customer Relations
Technician Performance Management • Jobsite Inspections • Team Leadership
Service Coordination • Workmanship Standards • Safety & Compliance

RELEVANT EXPERIENCE

Outside Service Manager

Urban Worx Construction, Inc. – Palm Desert, CA | 2022 – Present

- Oversees field operations across HVAC, plumbing, electrical, and general repair projects.
- Conducts jobsite walkthroughs to verify technician workmanship and adherence to company standards.
- Facilitates communication between customers, technicians, and internal management.
- Delivers coaching and training to field staff to maintain consistency and professionalism.
- Manages customer expectations, resolves concerns, and ensures a positive service experience.
- Leads quality control initiatives to improve technician performance and safety adherence.

Field Supervisor / Senior Technician

Various Contractors – Southern California | 2003 – 2022

- Performed high-level service and repair work in residential and light commercial environments.
- Managed teams of service technicians, coordinated scheduling, and conducted site inspections.
- Built strong customer relationships through transparency, follow-through, and dependable work.
- Enforced OSHA standards and jobsite safety practices across multiple job types.

PROJECT ALIGNMENT

- Experienced in jobsite walkthroughs, technician performance evaluations, and safety enforcement
- Skilled at communicating effectively with city representatives, residents, and stakeholders
- Proven leadership in managing multi-trade field operations across diverse properties
- Strong commitment to site safety, cleanup, and protecting public areas during work execution
- Adept at identifying workmanship issues and maintaining high service standards

Maribel Orellana

Office Coordinator

Email: maribel@urbanworxinc.com

PROFESSIONAL SUMMARY

Organized and dependable Office Coordinator with strong experience in scheduling, dispatching, customer service, and vendor coordination. At Urban Worx Construction, Inc., Maribel plays a key role in field operations by managing technician schedules, handling parts procurement, and maintaining direct communication with customers. Known for supporting operational efficiency and ensuring responsive, high-quality service delivery. Contributes to a seamless customer experience and the company's reputation for reliability.

Core Skills:

Technician Scheduling • Customer Service & Communication • Parts & Materials Procurement
Office Coordination • Vendor Management • Dispatch & Field Support
Problem-Solving • CRM & Software Proficiency • Workflow Organization

RELEVANT EXPERIENCE

Office Coordinator

Urban Worx Construction, Inc. – Palm Desert, CA | 2021 – Present

- Oversees scheduling of plumbing, HVAC, and electrical technicians to ensure timely service delivery.
- Acts as a key point of contact for customers, providing clear communication and updates on service appointments.
- Coordinates procurement and inventory tracking of critical parts and equipment.
- Supports field technicians by dispatching work orders, confirming job scopes, and ensuring route efficiency.
- Collaborates with management and field supervisors to maintain continuity and minimize service disruptions.
- Helps maintain CRM records, job tracking systems, and customer satisfaction documentation.

Administrative Assistant / Dispatcher

Prior Administrative Roles – Coachella Valley | 2015 – 2021

- Managed scheduling, phones, and client records for service-based businesses.
- Handled vendor relations and coordinated the timely delivery of materials.
- Provided frontline support for customers and field teams.

TOOLS & TECHNOLOGIES

- CRM & Dispatch Software (Service Fusion, Housecall Pro, or similar)
- Microsoft Office Suite (Excel, Word, Outlook)
- Inventory & Procurement Systems
- Phone Systems & Digital Communication Platforms

PROJECT ALIGNMENT – CITY OF PALM DESERT

- Coordinates service dispatch, communication, and logistics for field teams
- Ensures responsiveness and consistent customer communication on all projects
- Supports fast turnarounds by managing materials and technician availability
- Maintains accurate records and scheduling to help meet city project deadlines
- Experienced in multi-site scheduling and coordination for public and residential properties

Taryn Rodriguez

Office Coordinator

Email: Taryn@urbanworxinc.com

PROFILE

Dependable and detail-oriented Office Coordinator with strong experience in dispatch coordination, logistics management, and material tracking. Taryn supports both office and field operations at Urban Worx Construction, Inc., serving as a key link in communication and scheduling. Known for maintaining operational flow, clear communication, and contributing to timely, high-quality customer service.

AREAS OF EXPERTISE

- Dispatch Coordination
- Office & Field Communication
- Material Tracking & Procurement
- Job Scheduling Support
- Customer Communication
- Work Order Management
- Internal Workflow Organization
- Service Call Logistics
- Documentation & Record Keeping

EXPERIENCE

Office Coordinator

Urban Worx Construction, Inc. – Palm Desert, CA | 2022 – Present

- Coordinates technician dispatches and supports daily job scheduling for multiple trades.
- Tracks material needs and delivery timelines to ensure field crews have the right equipment on time.
- Communicates job updates between field technicians and management to reduce delays.
- Supports the customer service team by ensuring consistent updates and quick response times.
- Maintains job records and scheduling logs in CRM software.

Administrative Support Specialist

Service-Based Businesses – Coachella Valley | 2016 – 2022

- Provided office support, data entry, and communication for service and installation teams.
- Managed dispatch calendars and vendor follow-up.
- Ensured timely and organized service records.

TECHNICAL TOOLS & SKILLS

- CRM/Dispatch Software (e.g., Service Fusion, Housecall Pro)
- Microsoft Office (Excel, Outlook, Word)
- Phone & Digital Communication Tools
- Procurement & Inventory Logs

PROJECT RELEVANCE

- Ensures coordinated dispatch and material tracking across active city job sites
- Maintains communication between technicians and project managers to meet timelines
- Supports customer-facing communication during municipal maintenance service calls
- Helps organize records and track performance for service accountability
- Experienced in handling fast-paced coordination for multi-site operations

Martin Hurtado

Lead Commercial Plumber

PROFESSIONAL SUMMARY

Veteran commercial plumber with extensive experience leading large-scale plumbing projects in commercial and municipal settings. As Lead Commercial Plumber at Urban Worx Construction, Inc., Martin oversees the commercial plumbing division, manages field crews, and ensures all work meets technical, safety, and code standards. Recognized for his ability to deliver complex installations and repairs with precision, professionalism, and a commitment to high-quality outcomes. Skilled in project coordination, inspection readiness, and supervising crews on multi-site developments.

Core Skills:

Commercial Plumbing Systems • Crew Supervision • Multi-Site Project Management
Plumbing Code Compliance • Jobsite Safety Enforcement • High-Volume Service Delivery
Blueprint Reading • Piping Systems & Equipment • Quality Control

RELEVANT EXPERIENCE

Lead Commercial Plumber

Urban Worx Construction, Inc. – Palm Desert, CA | 2019 – Present

- Leads commercial plumbing projects including tenant improvements, public building maintenance, and new construction.
- Supervises plumbing crews to complete installations, repairs, and system upgrades on schedule and to code.
- Ensures worksite safety, cleanliness, and coordination with other trades during active construction.
- Performs inspections, final walkthroughs, and compliance verification for commercial plumbing systems.
- Collaborates with project managers, inspectors, and subcontractors to complete complex, multi-phase jobs.

Journeyman Plumber / Crew Leader

Commercial Plumbing Contractors – Southern California | 2005 – 2019

- Performed installation and maintenance of commercial piping systems including gas, water, and waste lines.
- Managed small teams and coordinated equipment, tools, and daily task assignments.
- Worked from blueprints, submittals, and code requirements to complete scope of work efficiently.

LICENSES & CERTIFICATIONS

- Journeyman Plumber (CA)
- OSHA 30 Certified
- Backflow Prevention Certified
- Confined Space Entry & PPE Trained

PROJECT ALIGNMENT – CITY OF PALM DESERT

- Leads crews on plumbing repairs and upgrades for multi-building sites
- Ensures adherence to plumbing codes, permitting, and safety procedures
- Experienced in commercial plumbing walk-throughs and punch-list closeouts
- Coordinates across trades to complete work efficiently with minimal disruption
- Maintains clean, protected jobsites and responds to municipal documentation needs

Jesse Hurtado II

Lead Journeyman Residential Plumber

PROFESSIONAL SUMMARY

Experienced and highly skilled residential plumber with over 30 years of hands-on expertise in troubleshooting, repair, and installation of plumbing systems. Currently serving as Lead Residential Plumber at Urban Worx Construction, Inc., Jesse oversees residential plumbing operations, mentors junior technicians, and ensures exceptional service quality. Recognized for quick diagnostics, effective leadership, and customer-first service delivery. Highly dependable, safety-conscious, and experienced in handling diverse residential plumbing projects in coordination with city requirements.

Core Skills:

Residential Plumbing Systems • Fixture Installation & Repairs • Drainage & Sewer Systems
Water Heater Installation • Pipe Fitting • Troubleshooting & Diagnostics • Team Leadership
& Mentoring
Customer Service • City Code Compliance • Safety & Clean Worksite Practices

RELEVANT EXPERIENCE

Lead Residential Plumber

Urban Worx Construction, Inc. – Palm Desert, CA | 2024 – Present

- Leads all residential plumbing service and installation operations across the company's service region.
- Provides expert-level troubleshooting and repair of residential water, waste, and gas systems.
- Mentors and trains junior and apprentice plumbers to uphold quality workmanship and safety standards.
- Coordinates with project managers and office staff to ensure jobs are completed efficiently and meet customer expectations.
- Maintains full compliance with local plumbing codes and city permit requirements.
- Prepares jobsite for safety and cleanliness, including debris removal and protecting existing systems from damage.

Journeyman Plumber

Various Plumbing Contractors – Southern California | 1990 – 2024

- Completed thousands of residential plumbing service calls and installations over three decades.
- Specialized in repipes, fixture upgrades, water heaters, slab leak repair, and new construction rough-in.
- Maintained high levels of customer satisfaction through responsive, honest, and thorough service.

- Worked with city inspectors, permit offices, and general contractors to ensure code compliance and job success.

PROJECT ALIGNMENT – CITY OF PALM DESERT

- Over 30 years of experience servicing residential plumbing systems across Southern California
- Well-versed in troubleshooting and repairing fixtures, piping, drainage, and water systems
- Proven ability to lead plumbing crews and manage field operations effectively
- Committed to safe work practices, debris removal, and customer area protection
- Familiar with city permit processes, compliance, and inspection procedures

Amanda Anthony

Lead HVAC Technician

PROFILE

Dedicated and experienced HVAC technician with a proven track record in residential and commercial system diagnostics, repairs, and installations. Amanda leads the HVAC division at Urban Worx Construction, Inc., providing advanced field troubleshooting, technical training, and oversight to ensure all work aligns with customer expectations, municipal codes, and manufacturer standards. Known for her hands-on leadership, system expertise, and commitment to high-quality outcomes across all project types.

AREAS OF EXPERTISE

- HVAC Diagnostics & Repair
- Air Conditioning & Furnace Installations
- Heat Pump Systems
- Code & Manufacturer Compliance
- Field Technician Training
- Thermostat & Controls Integration
- Indoor Air Quality Systems
- Preventive Maintenance & Service
- Customer Communication & Satisfaction

EXPERIENCE

Lead HVAC Technician

Urban Worx Construction, Inc. – Palm Desert, CA | 2020 – Present

- Leads HVAC installations and service calls across residential and light commercial properties.
- Performs detailed diagnostics and complex repairs on air conditioning, heating, and ventilation systems.
- Supports technician development through in-field training and supervision of technical procedures.
- Ensures all system installations are compliant with performance standards and local codes.
- Works with customers to explain system issues and service options in a clear, professional manner.
- Collaborates with management and project staff to align field performance with scheduling goals.

Senior HVAC Technician

Other Employment & Contract Roles – Coachella Valley | 2010 – 2020

- Delivered HVAC service and installation for homes and businesses, including ductwork and controls.
- Maintained customer satisfaction through responsive diagnostics and high first-time fix rates.
- Adhered to safety and environmental standards, including refrigerant recovery and equipment handling.

CERTIFICATIONS & QUALIFICATIONS

- EPA 608 Certified (Universal)
- OSHA 10 & 30-Hour Trained
- HERS Certified
- System Performance Testing Trained
- Refrigerant Handling

PROJECT RELEVANCE

- Proven experience in HVAC inspections, reporting, and diagnostics aligned with city code
- Leads field training and quality assurance for HVAC staff on municipal projects
- Skilled in coordinating with customers and city representatives during service execution
- Maintains jobsite safety, documentation, and professionalism while minimizing disruption
- Delivers consistent HVAC performance outcomes across diverse site conditions

Joshua Bogle

Lead Electrical Technician

PROFILE

Experienced and certified electrical technician with deep expertise in residential and commercial electrical systems. As Lead Electrical Technician at Urban Worx Construction, Inc., Joshua oversees all electrical service operations, ensures code compliance, mentors staff electricians, and manages electrical upgrades across various job sites. Respected for his leadership, technical precision, and ability to troubleshoot and deliver high-quality electrical solutions.

AREAS OF EXPERTISE

- Electrical Code Compliance
- Service Panel Upgrades
- Residential & Commercial Wiring
- Troubleshooting & Diagnostics
- LED Lighting & Control Systems
- Mentor & Field Training
- Jobsite Safety & Protocols
- Permit & Inspection Coordination
- Multi-Trade Site Collaboration

EXPERIENCE

Lead Electrical Technician

Urban Worx Construction, Inc. – Palm Desert, CA | 2020 – Present

- Leads electrical service, repair, and installation operations across residential and commercial sites.
- Ensures all electrical work meets NEC code and local permitting regulations.
- Provides on-site mentorship to electricians and apprentices to maintain consistent standards.
- Performs system upgrades, panel changes, and custom wiring solutions.
- Coordinates with inspectors, project managers, and other trades for seamless job execution.
- Supports customer communication and ensures safe, efficient, and professional service delivery.

Journeyman Electrician / Electrical Foreman

Independent & Subcontract Work – Southern California | 2005 – 2020

- Installed and serviced wiring systems, lighting, and electrical components on a variety of projects.

- Supervised jobsite crews and maintained quality control throughout each phase of work.
- Handled customer consultations, troubleshooting, and repair planning.

PROJECT RELEVANCE

- Leads and inspects electrical installations across diverse property types
- Skilled in interpreting blueprints, scope documents, and electrical schematics
- Ensures compliance with city and state codes during inspections and permitting
- Coordinates with multiple trades to streamline project timelines
- Maintains safety, professionalism, and code adherence at all stages of service

Luis Salazar

Lead Installer – HVAC Systems

PROFILE

Experienced HVAC installer with extensive background in system layout, installation, and commissioning. As Lead Installer at Urban Worx Construction, Inc., Luis oversees all phases of HVAC system installs including packaged units, chillers, and split systems. Known for leading field crews with precision, maintaining jobsite cleanliness, and ensuring installations meet code and manufacturer specifications. Dedicated to delivering efficient, safe, and high-performing systems on every project.

AREAS OF EXPERTISE

- HVAC System Installation
- Packaged Units & Split Systems
- Chiller Installations
- Site Layout & Setup
- Equipment Mounting & Rigging
- Ductwork, Piping & Line Sets
- System Commissioning & Startup
- Jobsite Safety & Cleanliness
- Crew Supervision & Coordination

EXPERIENCE

Lead HVAC Installer

Urban Worx Construction, Inc. – Palm Desert, CA | 2019 – Present

- Leads installation teams in the placement and setup of residential and commercial HVAC systems.
- Specializes in installing split systems, roof-mounted packaged units, mini-splits, and commercial chillers.
- Lays out projects according to plans and specs, ensuring compliance with city code and site requirements.
- Coordinates electrical, plumbing, and control tie-ins with related trades.
- Conducts system commissioning, pressure testing, and documentation for inspection and turnover.
- Maintains a clean and safe work environment from start to finish.

HVAC Installer / Crew Lead

Regional Mechanical Contractors – Southern California | 2010 – 2019

- Performed installs for HVAC systems in homes, multifamily buildings, and light commercial sites.

- Oversaw installation helpers and coordinated with project managers on daily progress.
- Installed ductwork, thermostats, line sets, and air handlers per project scope.

PROJECT RELEVANCE

- Leads multi-site HVAC installations in municipal and housing authority properties
- Coordinates installation crews for packaged units, chillers, and control systems
- Delivers clean, efficient work aligned with city inspection standards and timelines
- Experienced in collaborating with other trades to meet complex installation requirements
- Ensures systems are pressure tested, documented, and ready for city walkthroughs and commissioning