
Profile

Jasmin

First Name

Cruz

Last Name

Middle
Initial

jasmincruz1202@yahoo.com

Email Address

2975 Gulf to Bay Blvd

Home Address

Suite or Apt

Clearwater

City

FL

State

33759

Postal Code

Mobile: (727) 458-9128

Primary Phone

Alternate Phone

Length of Residency - please select one. * 6+ years**Do you own or represent a business in Clearwater?** Yes No**If yes, where is the business located? Do you conduct business with the City?**

Which Boards would you like to apply for?

Community Development Board: Submitted

Paychex

Employer

Supervisor, Multi-Product
Service

Job Title

Occupation - If retired, enter former occupation.

Operations Leadership / Client Service Management

Have you served or do you serve on a board in Clearwater? Yes No**If yes, please list the name of the board.**

Why do you wish to serve on this board/committee? If seeking reappointment, state why you should be reappointed.

As a Clearwater resident with background in Public Policy and Administration, I value the role that public spaces, art, and thoughtful design play in shaping a community's identity and quality of life. In my professional role as a Supervisor at Paychex, I regularly collaborate with teams, analyze challenges, and work toward solutions that improve outcomes for organizations and the people they serve. I would welcome the opportunity perspective while supporting initiatives that enhance Clearwater's cultural environment and public spaces.

What personal qualifications can you bring to this board or committee?

I bring a combination of policy education, leadership experience, and collaborative approach to problem solving. My background in Public Policy and Administration provides a foundation for understanding how policy decisions impact communities, while my professional experience leading teams in a large organization has strengthened my ability to analyze issues, review data, and work constructively with diverse perspectives. I am thoughtful, solution-oriented, and committed to contributing in a way that supports balanced and informed decision-making.

List Community Activities

Clearwater residents engaged in local community activities, neighborhood events, and civic awareness. I have a strong interest in community development, public policy, and initiatives that support sustainable growth and strong local neighborhoods.

[Jasmin Cruz Board Resume v3.pdf](#)

Upload a Resume

Question applies to multiple boards

Please attach a copy of your current voter registration within city limits.

Question applies to multiple boards

[FL_License.pdf](#)

Please attach a copy of one of the following documents: 1) valid current Florida Driver License issued to an address within city limits, or 2) Declaration of Domicile filed with the city clerk affirming residency within city limits.

Question applies to multiple boards

Are you related to any member of the City Council?

Yes No

Question applies to multiple boards

If yes, please provide name and explain relation.

N/A

Question applies to multiple boards

Are you related to a city employee?

Yes No

Question applies to multiple boards

If yes, please provide name and explain relation.

N/A

Demographics

Some boards and commissions require membership to be racially, politically or geographically proportionate to the general public. The following information helps track our recruitment and diversity efforts. (Optional)

Ethnicity

Hispanic

Gender

Female

12/02/1984

Date of Birth

The City of Clearwater strives to promote diversity and provide reasonable accommodations for individuals with disabilities. If you are requesting accommodation, please indicate below:

By clicking on "I Agree," below, I affirm that the information above is true and correct, and that I understand and agree to the responsibilities and commitment of time associated with an appointment to a Clearwater advisory board or committee.

I Agree

All material submitted to the City of Clearwater is subject to the public records law of the State of Florida including Chapter 119, Florida Statutes.

JASMIN G. CRUZ

Community Leader | Operations Supervisor

Clearwater, FL | 727-458-9128 | jasmincruz1202@yahoo.com

Professional Summary

Public Policy and Administration graduate and operations leader with over 10 years of experience leading teams, improving service systems, and managing complex client relationships in the payroll and HR services industry. Currently serving as a Supervisor at Paychex, responsible for developing teams, solving operational challenges, and improving client outcomes. Passionate about community engagement, collaborative decision-making, and contributing to initiatives that support sustainable growth and strong local communities.

Leadership & Community Skills

- Strategic Planning
- Cross-Functional Collaboration
- Policy Analysis & Problem Solving
- Community Engagement
- Operational Process Improvement
- Client Retention & Service Strategy
- Team Development & Coaching
- Conflict Resolution

Professional Experience

Supervisor – Multi Product Service | Paychex, St. Petersburg, FL | Nov 2025 – Present

- Lead operations for a service team supporting mid-market payroll and HR clients across multiple product lines.
- Analyze operational trends and service challenges to improve efficiency, client retention, and service delivery outcomes.
- Coach and mentor team members to strengthen performance, accountability, and professional development.
- Collaborate with cross-functional departments to resolve complex client issues and improve internal processes.

SurePayroll Supervisor | Paychex, St. Petersburg, FL | Feb 2024 – Nov 2025

- Directed daily workflow and service operations for a high-performing payroll support team.
- Implemented initiatives that improved service response times and client satisfaction.
- Managed key business metrics related to productivity, service delivery, and client retention.
- Supported global team members through training, performance development, and operational guidance.

PEO Team Lead | Paychex, St. Petersburg, FL | Mar 2023 – Feb 2024

- Provided coaching and guidance to team members to improve performance and service quality.
- Led team meetings and training sessions focused on operational procedures and systems navigation.
- Developed training presentations to support onboarding and internal knowledge development.
- Served as a systems tester for program functionality improvements and operational innovations.

PEO Payroll Specialist | Paychex, St. Petersburg, FL | Sep 2021 – Mar 2023

- Delivered payroll and HR support to clients through phone, email, and digital channels.
- Maintained strong working knowledge of payroll systems, compliance requirements, and service processes.
- Mentored new team members and documented client interactions to ensure service continuity.

Executive Office Manager | Maria's Traffic School, Clearwater, FL | 2016 – 2020

- Developed and implemented marketing strategies that increased revenue by 32%.
- Enhanced company visibility through vendor events and online engagement.
- Resolved client service issues through structured policy analysis and stakeholder collaboration.

Education

Master of Business Administration (MBA) – In Progress | University of South Florida, St. Petersburg

Bachelor of Science – Public Policy & Administration | St. Petersburg College

Associate in Arts | St. Petersburg College

Community Interest

Community development, local policy engagement, sustainable economic growth, and collaborative civic leadership.