

# Michael Reimers

## Destination Development & Cruise Terminal Operations

cruise port operations

p&l management

government relations

leadership

capital projects

### CONTACT

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☎ 305-510-6138

### ABOUT ME

Highly qualified professional with extensive operations experience combined with administrative oversight and staff leadership, resulting in high-performing facilities with exceptional safety, quality and service standards. Capable of developing and executing programs to improve productivity, profitability and effectiveness with a focus on passenger experience. Works in cross-functional teams to meet the needs of operators and cruise lines in challenging environments.

## EXPERIENCES

### Port Development & Operations Consultant

Waterline Services, Ltd. - Since September 2020

Independent contractor providing project management and operational consulting services to Carnival Corporation & PLC's Global Port & Destination Development Group for the corporation's multiple private destinations in the Caribbean.

### Director of Harvest Caye

Norwegian Cruise Line Holdings Ltd. - November 2015 to April 2020 - Miami - United States - Florida



- ▶ Responsible for multiple projects associated with the construction and startup of \$100M private island development project in southern Belize consisting of single berth pier with adjacent anchorage and marina for tendering, 1800 ft. beach, 15,000 sqft. pool, small retail village and multiple f&b outlets (<https://www.ncl.com/harvest-caye>)
- ▶ Planned and managed capital project budgets for NCLH-owned private islands in Belize and the Bahamas
- ▶ Managed day-to-day operations of 80-acre private island and 30 acre-mainland facility with direct oversight of 6 department heads and 430 employees
- ▶ Advised vessels and corporate marine operations departments on technical specifications of the port and terminal
- ▶ Worked closely with community stakeholders and government agencies on issues such as port safety and security, tourism, community outreach, conservation initiatives and the environment

### Port Operations Consultant

Reimers Maritime Consulting, Inc. - October 2013 to October 2015 - Houston - United States - Texas

- ▶ Independent contractor providing services to Carnival Corporation & PLC's Global Port & Destination Development Group
- ▶ Managed \$1.5M startup budget for the procurement of fixed and consumable assets for \$85M Amber Cove cruise terminal development project in the Dominican Republic ([www.ambercove.com](http://www.ambercove.com))
- ▶ Executed Master Service Agreements and Statements of Work for a variety of capital projects for Carnival-owned ports
- ▶ Developed and implemented new HESS policies, guidelines, best practices, occupational safety and linesmen training programs for the ports
- ▶ Worked with Turks & Caicos Islands government officials and stakeholders on matters pertaining to tourism, safety, commerce, and improvement projects on the island of Grand Turk

### Cruise Port General Manager

Mahogany Bay Cruise Center (Carnival Corporation) - August 2009 to October 2013 - Roatan - Honduras



- ▶ Managed \$62M Mahogany Bay Cruise Center ([www.mahoganybaycc.com](http://www.mahoganybaycc.com)) consisting of a 2-berth pier, 20-acre main terminal and 9-acre private island with, 80 employees, 32,000 square feet of retail space and 30 tenants
- ▶ Worked with local government agencies and community stakeholders on tourism and environmental issues
- ▶ Ensured compliance with environmental mitigation measures such as coral relocation and mangrove planting projects
- ▶ Helped negotiate terms and resolve port-related conflicts with island taxi unions

### Cruise Port General Manager

Grand Turk Cruise Center (Carnival Corporation) - October 2006 to August 2009 - Grand Turk - Turks and Caicos Islands



- ▶ Managed day-to-day operation of \$45M Grand Turk Cruise Center project consisting of a 2-berth pier attached to a 37-acre facility with 1,000 feet of beachfront, 280,000-gallon resort-style swimming pool, 77 employees, 52,000 square feet of retail space with more than 40 tenants (<http://www.grandturkcc.com>)

- ▶ Oversaw storm preparations for numerous tropical storms and hurricanes including category 1 hurricane Hanna and category 4 hurricane Ike which struck Grand Turk within two weeks of one another in the summer of 2008.
- ▶ Collaborated with Turks & Caicos Islands government as CCO's representative on issues related to tourism, island infrastructure, public health and security
- ▶ Certified as a Port Facility Security Officer (PFSO) and ensured port's compliance with International Ship & Port Security (ISPS) regulations

## Onboard Shore Excursion & Dive Program Manager

Princess Cruises - October 1995 to 2003 - Santa Clarita - United States - California



- ▶ Managed sales, dispatch and invoice settlement of shore excursions throughout Alaskan, Caribbean, Mexican, Hawaiian, Central and South Pacific itineraries
- ▶ Conducted safety and quality assurance audits of existing and new excursions
- ▶ Lead New Waves Dive Instructor handling passenger relations issues, inventory control, administrative reporting, and management of instructor team for the cruise line's onboard SCUBA certification program

## SKILLS

### Project Management

- ▶ Communication
- ▶ Leadership
- ▶ Team Management
- ▶ Risk Management
- ▶ Organization

### Financial Acumen

- ▶ Expense Control
- ▶ Budget Management
- ▶ Asset Management

### Property Management

- ▶ Customer Service
- ▶ Negotiation
- ▶ Building Maintenance
- ▶ Financial Reporting

### Personnel Management

- ▶ Staff Training & Development
- ▶ Listening Skills
- ▶ Advocacy Skills
- ▶ Motivation Skills
- ▶ Conflict Resolution

### Regulatory Compliance

- ▶ Health, Environment, Safety, and Security
- ▶ Environmental Mitigation
- ▶ Maritime Security (ISPS) & Safety (SOLAS)
- ▶ Human Resources

### External Relations

- ▶ Government Relations
- ▶ Trade Union Relations
- ▶ Customer Relations

## EDUCATION

### B.S., Journalism

TEXAS A&M UNIVERSITY

1988 to 1993

### Port Facility Security Officer

FLORIDA INSTITUTE OF TECHNOLOGY

Port facility security planning, security inspections of the port facilities, and coordinating with security services.

### HAZWOPER 40 - Hour Course

INSTITUTE FOR SAFETY & HEALTH MANAGEMENT

June 2017 to December 2017

Hazardous Waste Operations and Emergency Response Standard (HAZWOPER). Protection against hazardous chemicals, elimination of hazardous chemicals, safety of workers and the environment and OSHA regulations