

Phone • Email • LinkedIn • Address

Manager
Project • Program • Policy

Special expertise in government initiatives

Knowledgeable, collaborative, and trusted city government executive who brings more than 10 years of experience about building permits. Advocate for creating systems for permit approval efficiencies to support large and small businesses and other organizations. Drives the development of working relationships that play a key role in the economic development of the city.

Selected Strategic Partnerships: Water Bureau, Bureau of Environmental Services, Fire Bureau, Parks Bureau, Bureau of Transportation, Development Services, Urban Forestry, Senior Policy Advisers, City Attorney’s Office, City Commissioner, City Council, Project Sponsors, Development Review Advisory Committee, Design Commission, Arborists, Solar Stakeholders, Equity Committee, Joint Office for Homelessness; Legal / Finance / IT Departments

WORK EXPERIENCE

CONFIDENTIAL CITY, Bureau of Development Services

PROJECT and POLICY MANAGER (Analyst II)	2018 – Present
PROJECT and POLICY MANAGER (Analyst I)	2016 – 2018

Established a work plan within 4 months for Citywide Permit Improvement Task Force Objective #1.

- **Reduced 19 sub-projects into seven separate work streams.** Assigned Bureau leads to each, and built out task lists for implementation.
- **Facilitated prioritization exercises** and identified key data metrics.
- **Presented work plan** to Permit Improvement Task Force that included seven Bureau Directors and City Commissioner’s staff on tasks and timelines.

Managed a complex, multi-faceted solar permit improvement project.

- **Evaluated permit data** to isolate process inefficiencies and system delays. Developed and presented recommendations to Bureau Director and project sponsors.
- **Created systems process maps,** built agendas, gave presentations, and led focus group discussions.
- **Facilitated customer and staff work groups** on efficiency solutions. Conducted research with neighboring jurisdictions and compiled qualitative data. Made data-informed recommendations.
- **Developed strategies and proposed recommendations** to improve efficiencies to the Bureau Director and project sponsors. Responded to elected official requests and directives.
- **Built partnerships** and ensured seamless coordination between business and technology managers.

Tools for Transition Sample Resume

Confidential City, Bureau of Development Services, Project and Policy Manager, Continued

Delivered new permit workflow within two months.

- **Assembled** and led an interdisciplinary team of code experts to deliver a new permit workflow.
- **Created a customer** guide using process design software.
- **Wrote new webpage** information explaining the new permit and process requirements

Delivered new policy on temporary outdoor homeless shelters in two months.

- **Led a team of City code experts** and the County Joint Office for Homelessness to agreement on permit review and construction requirements.
- **Worked with the Equity Committee** to help ensure new policy was in alignment with equity principals.

Managed code and policy amendment projects through review to adoption.

Summary of policy development steps included:

- **Researched** existing policies
- **Identified needs** and existing policy problems with external customers. Then draft solutions
- **Presented proposals to Development Review Advisory Committee**, and Design Commission.
- **Implemented** new policies through staff and customer training, updating literature, and web pages.

PROGRAM COORDINATOR, Citywide Tree Code, 2010 – 2016

Managed implementation of the Citywide Tree Project, a new City Initiative.

- **Launched new permitting and inspection processes** for the Bureau of Development Service and the Parks Parks Bureau, Urban Forestry.
- **Developed tree mitigation fee schedule** for City Council approval. Evaluated staff needed to implement code. Developed and proposed budget by working with the Parks Bureau and Development Services' financial teams. Budget was approved for approximately \$400,000.
- **Created project monitoring protocols** and long-term data metric designs. Established permitting and inspection procedures.
- **Designed and delivered training program** for city staff, and permit customers on new tree removal and planting rules. Successfully delivered 15 trainings.

CITY PLANNER II, 2007 – 2009