

PROFESSIONAL SUMMARY

Results-driven leader with over a decade of progressive experience in regulatory compliance and public administration. Proven expertise in supervising multidisciplinary teams, overseeing development projects, contract compliance, and stakeholder engagement. Adept at policy development, process optimization, program management, and empowering cross-functional staff to achieve interdepartmental goals.

SKILLS & EXPERTISE

- Executive Leadership & Staff Supervision
- Policy and Program Development
- Project & Contract Management
- Government Regulation and Compliance
- Process Improvement & Workflow Optimization
- Microsoft Office Suite, Google Suite

PROFESSIONAL EXPERIENCE

City of Milwaukee – *Interim Director - Department of Compliance and Engagement* 2025-Present

- Provide executive leadership and direction for the Department of Compliance and Engagement, managing a diverse team of staff spanning contract compliance of construction development projects, ADA compliance, Small Business Enterprise (SBE) certification, workforce and community outreach, and Equal Rights Commission staffing and Equal Rights complaints processing.
- Oversee 15+ active private construction development projects totaling \$1B+ in total project costs to ensure compliance with City ordinance chapter 355, facilitating full program participation and reviewing contracts for SBE, apprenticeship, HUD, and Residents Preference Program (RPP), and Human Resource Agreement commitments.
- Direct Small Business Enterprise certification program including nearly 200 certified small businesses, while promoting the program to advance participation of local small businesses in contracting and vendor engagement under city ordinance chapter 370.
- Lead workforce development and community engagement initiatives, including holding an average of ten workforce and community resource events, reaching 2,000+ residents and jobseekers annually.
- Oversee staffing of the Equal Rights Commission, guiding commission meetings, organizing public events, and collaborating to address complaints, upholding city ordinance chapter 109.
- Manage an operating budget efficiently and responsibly, ensuring program operations function within scope.

City of Milwaukee – *Contract Compliance Officer* 2023-Present

- Government regulation and application of relevant ordinances, laws, and statutes.
- Conduct data analysis and research, utilizing a proprietary government tracking portal (LCR).
- Ensure prime developer compliance with development contracts, City ordinances, and internal procedures.
- Hold contract talks with developers and legal counsel, negotiating terms and conditions.
- Manage development project budgets, participation, reporting, and noncompliance.
- Present quarterly development project reports to the City Government's Common Council Zoning, Neighborhoods, and Development (ZND) Committee.
- Proficient in Microsoft Office and Google applications for daily workload efficiency, data analysis and compliance reporting.
- Designated administrator and trainer on LCR online data reporting and tracking system.
- Collaborate with other City Government offices, including Intergovernmental Relations and ITMD, and other municipalities on LCR integration and migration.
- Manage annual reporting and periodic internal auditing of RPP.
- Candidate and Student of the City of Milwaukee in partnership with University of Wisconsin-Madison Certified Public Manager, Executive Training Program.
- Mentor and train new hires on RPP and compliance within the office.

Wordzen – Operations Manager | Bookkeeper

2018-2023

- Conducted contract negotiations and implemented efficient management strategies.
- Conducted in-depth data analysis utilizing proprietary reporting and tracking software.
- Enhanced operations and compliance through meticulous monitoring.
- Led cross-functional teams to ensure seamless reporting and operational performance.
- Oversaw and managed operations team and program budgets, ensuring compliance and protocol.
- Provided online technical customer support via Zendesk.

City of Milwaukee Health Department – Case Investigator

2020-2021

- Coordinated efforts with supervisors, staff, and nurses from various agencies and Local Health Departments.
- Conducted interviews with cases and contacts to determine and deter further exposure.
- Collected and recorded accurate in online software system WEDSS.
- Interviewed contacts, assessed symptoms, and referred for testing and other community services as needed.
- Provided contacts with education and regulated information on isolation and quarantine procedures.
- Collaborated with designated local authorities in supporting the isolation and quarantine of individuals.
- Maintained ongoing communication to monitor symptoms and progress.
- Complied with all Health Department regulations, including those aimed at protecting HIPAA and PII/PHI.

GT Independence – Director of State Services

2015-2018

- Director of a Statewide Fiscal Agency, fostering growth to 1,500+ participants, generating >\$1MM in annual revenue.
- Directed agency under Federal Centers for Medicaid Services (CMS) and State Medicaid Services waiver and policy.
- Developed and maintained flourishing business relationships with State leadership and community partners.
- Monitored project reporting via WEDSS and staff performance to achieve optimal outcomes.
- Implemented quality improvement measures to ensure continued business growth and customer satisfaction.

Wisconsin Department of Children and Families – Regional Administrator

2014-2015

- Government regulation of nationwide private workforce entities under government contract.
- Collaborated with employers and job service agencies to secure sustainable employment for jobseekers.
- Regional business operations representative in southeastern Wisconsin.
- Maintained compliance with Wisconsin Department of Children and Families policies and regulations.
- Managed local social services agencies with annual contract oversight exceeding \$3MM.

EDUCATION AND TRAINING

- Master of Business Administration - **Concordia University Wisconsin**, Mequon, WI
- Bachelor Business Administration - **Cardinal Stritch University**, Milwaukee, WI
- Associate Business Administration - **Cardinal Stritch University**, Milwaukee, WI

- **City of Milwaukee | University of Wisconsin-Madison** – Milwaukee Executive Leadership Program
- **FDIC** - Financial Examinations and Institutions Analysis Schools I and II
- **United States Marine Corps** – Successful completion of Military Entrance Processing

LICENSE

- **Wisconsin Department of Public Instruction** – Wisconsin K-12 Substitute Teaching License