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March 24, 2026

Sent Via Email Only
c/o elmoor@milwaukee.gov

Board of City Service Commissioners
Department of Employee Relations
200 East Wells Street, Room 706
Milwaukee, WI 53202

Re: Request to Extend Temporary Appointment – Enineva Canada

Dear Board of City Service Commissioners,

I respectfully request approval to extend the temporary appointment of Enineva Canada to the position, Business Systems Coordinator effective April 26, 2026 through June 26, 2026. This is a third request for an extension of her temporary appointment.

The overseas military deployment/ leave of absence of our permanent Business Systems Coordinator was extended to mid-May 2026. Given the recent escalation of U.S. military operations around the world, there is uncertainty whether this deployment may be further extended due to circumstances beyond the incumbent's control. We request an additional 90-day appointment to hedge against the impact of that uncertainty.

Your consideration of this request is greatly appreciated. If you have any questions, please contact me at lgilmo@milwaukee.gov or 414-286-3821.

Respectfully,

A handwritten signature in blue ink, appearing to read "Lisa A. Gilmore".

Lisa A. Gilmore
City Attorney Human Resources Administrator

Encl:

NOTA for DER Review - Canada
Temp Appointee Statement of Understanding - Canada
Job Description – Business Systems Coordinator
Resume – Canada





Department of Employee Relations
 200 E. Wells Street, Room 706
 Milwaukee, WI 53202-3554



NOTICE OF TEMPORARY APPOINTMENT

Rule IX, Section 2 of the Civil Service Rules allows a department to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

When making an employment offer for a temporary appointment, the appointing officer must submit this completed form to DER no later than the close of the pay period in which the temporary appointment has been made. All temporary appointees must meet the minimum requirements established for the position to which the individual is appointed.

SEND COMPLETED FORM AND SUPPORTING DOCUMENTATION TO DER, CITY HALL, ROOM 706 OR DERCERTIFICATION@MILWAUKEE.GOV

TEMPORARY APPOINTMENT / APPOINTEE DETAILS			
DEPARTMENT/DIVISION Office of the City Attorney	LAST NAME Canada	FIRST NAME Enineva	INITIAL
AUTHORIZED POSITION TITLE Business Systems Coordinator	PAY RANGE 2LX	F&P COMMITTEE APPROVAL DATE AUX	REQUISITION # AUX
UNDERFILL TITLE (IF APPLICABLE)	PAY RANGE	WAS THE INDIVIDUAL HIRED FROM AN ELIGIBLE LIST? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, Referral #	
REASON FOR TEMPORARY APPOINTMENT <input checked="" type="checkbox"/> During Leave of Absence of an employee who is expected to return <input type="checkbox"/> To perform services of a temporary nature and for a limited period	EFFECTIVE DATE 4/26/2026	ANTICIPATED EXPIRATION DATE 7/26/2026	T.A. RATE OF PAY \$3327.28
ATTACH A COPY OF THE CURRENT JOB DESCRIPTION & A RESUME IN ADDITION TO COMPLETING THE INFORMATION BELOW			
PROVIDE AN EXPLANATION OF WHY THE TEMPORARY APPOINTMENT IS NEEDED: The incumbent for this position is deployed overseas; that deployment has been extened to mid- May 2026 and there is uncertainty regarding wheher his deployment will be further extended.			
EXPLAIN HOW THE INDIVIDUAL WAS SELECTED FOR THE APPOINTMENT, INCLUDING THE SELECTION PROCESS USED AND IF NOT FROM AN ELIGIBLE LIST, HOW THE INDIVIDUAL WAS IDENTIFIED AS A POTENTIAL TEMPORARY APPOINTEE: Using an exitsting list (ID 1930) from DER, Ms. Canada was selected from a review of seven applications and three candidate interviews.			
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:			
<u>TRAINING AND EDUCATION:</u> MS - ComputerScience and Technology; BS - Information Science	<u>WORK EXPERIENCE:</u> Nealry 10 years in various IT roles, including help desk, executive process management, code review, and hardware support.	<u>OTHER REQUIREMENTS (i.e. LICENSES):</u> MCTS; Windows cofiguration; SDR, CompT/A Service Desk, CJIS authorized user.	
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	IF YES, CURRENT DEPARTMENT:	CURRENT POSITION TITLE:	EMPLOYEE ID NUMBER:
IS THE INDIVIDUAL BEING GIVEN THIS TEMPORARY APPOINTMENT RELATED BY BLOOD OR MARRIAGE TO THE APPOINTING OFFICER, ANY MEMBER OF THE APPOINTING BOARD OR BODY, DIRECT SUPERVISOR, OR TO ANY ELECTIVE OF APPOINITIVE CITY OFFICIAL? (Refer to CSC Rule VIII, Section 10 regarding nepotism.) <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Explain Relationship			
THIS TEMPORARY APPOINTMENT IS MADE IN ACCORDANCE WITH RULE IX, SECTION 2 OF THE CITY SERVICE COMMISSION AND IS LIMITED TO A PERIOD OF 90 DAYS UNLESS AN EXTENSION IS APPROVED BY THE COMMISSION.			
REPORTING OFFICER Lisa Gilmore	SIGNATURE 	TITLE CA HR Administrator	DATE 03/23/2026
APPROVING OFFICER Evan C. Goyke	SIGNATURE 	TITLE City Attorney	DATE 03/23/2026
THIS SECTION FOR DER REVIEW			
DER REVIEW COMPLETED BY:	SIGNATURE	TITLE	DATE



TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

Rule IX, Section 2 of the Civil Service Rules allows a hiring authority to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

SECTION I. TO BE COMPLETED BY HIRING AUTHORITY – PLEASE TYPE OR PRINT LEGIBLY

APPLICANT NAME (last, first, middle)		DATE
Canada, Enineva M.		March 23, 2026
POSITION TITLE	PAY RANGE	RATE OF PAY
Business Systems Coordinator	2LX	\$3327.28

SECTION II. TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

I understand that if I am appointed to the position described above on a temporary basis, that I must meet the requirements for the position. I further understand that this temporary appointment may expire at any time and is limited to a period of 90 days, unless an extension at the request of the hiring authority is approved by the City of Milwaukee Civil Service Commission.

I understand that as a temporary appointee I am ineligible for paid holidays, sick leave, vacation or other benefits while serving on this temporary appointment, and that this temporary appointment shall not confer upon me any privilege of regular appointment. (Note: A current City of Milwaukee employee who accepts a temporary appointment to a different position retains his/her current benefits and civil service status).

I understand that if I wish to be considered for regular employment I must compete in a Civil Service examination for the position, and must pass the examination with a grade which shall place me among the top five scores on the eligible list in order to be eligible to interview for regular appointment to the position.

I understand that acceptance of a temporary appointment will not affect my rights to certification for permanent appointment to any position for which I am currently on an eligible list for.

In accordance with Civil Service Rule VIII, Section 10, concerning nepotism, I hereby certify that I am not related, either by blood or through marriage, to the appointing officer or to any member of the appointive board or body or to any direct superior or to any elective or appointive City official. (This includes relative of both whole and half blood, and extends to persons as closely related as first cousins when the relationship is by blood, or more closely related than first cousins when the relationship is through marriage, and includes the cases of husbands of sisters-in-law and wives of brothers-in-law).

A Rule IX, Section 2, temporary appointee who is on an eligible list may be considered for future regular appointment when the appointee ranks among the certifiable highest eligible on the list, or compete in a future examination.

Temporary Appointment Applicant Signature

Date Signed

Lisa Baltimore

Witness Name (Print)

Witness Signature

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service Commission: Fire & Police Commission:	Finance Committee: Common Council:
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Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 1/3/2025		2. Present Incumbent:		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
3. Date Filled: 1/3/2025		4. Previous Incumbent: Antoine Young			
5. Department: City Attorney			Bureau:		Unit:
			Division:		Section:
6. Work Location: 841 N. Broadway Rm. 716			Telephone: 414-286-2601		Work Schedule:
			Email:		Hours: 40 / Days: 5
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. Bargaining Unit: Non-Mgmt/Non-Rep If in District Council 48, which local?			9. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
10. Official Title: Business Systems Coordinator Underfill Title (if applicable): Requested Title (if applicable):				Pay Range	Job Code
				2LX	
Recommended Title (DER Use Only):				Approved by:	
				Date:	

11. BASIC FUNCTION OF POSITION:

The Business Systems Coordinator serves as the department's system administrator, and resident technical expert on information systems, procedures, hardware, and software for both server and microcomputer based applications. Provides technical and other support as needed to staff the Office of the City Attorney. This work is to be performed in the office of the City Attorney in the main office location and at the City Attorney's Ordinance Enforcement Division in the Police Administration Building (OED). Ensures compliance of IT standards as determined by the City Information Technology Management Division (ITMD). The position requires superior interpersonal and organizational skills and problem-solving abilities in order to develop and implement effective short- and long-term solutions.

**12. DESCRIPTION OF JOB (Check if description applies to Official Title or Underfill Title

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)**

% of Time	ESSENTIAL FUNCTION
50%	<p>NETWORK AND SYSTEMS ADMINISTRATION</p> <ul style="list-style-type: none"> Manages the daily operations and maintenance of the City Attorney's Local Area Network (LAN) and file servers, including maintenance of department-specific applications and data systems. Serves in a Tier 2 help desk capacity to provide application and user support for eight integrated software programs/packages and standard office software packages. Manages documentation on network administration procedures and maintains inventory for all department hardware and software. Monitors the department's compliance with software application licensing agreements, researches and recommends hardware and software acquisitions, and designs and implements network configurations. Assists Department Management with long-range information systems planning, providing technical expertise, alternative approaches, and cost information.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

	<ul style="list-style-type: none"> • Configures and installs all network client and server software upgrades and patches. • Configures and installs and provides on-going support for all hardware in use within the department, including but not limited to, computer workstations, peripheral components, printers, optical scanners, and fax machines etc. for 60+ users. • Configures, installs, and provides on-going support for all software applications in use. • Researches methods to monitor, eradicate, and prevent email and internet-based infections of LAN workstations by malicious software and hacker incidents. • In cooperation with ITMD and City Cyber Task Force, manages network security for the department. • Manage and maintain the department's Web Site and Social Media content. • Modifies existing systems and applications on an on-going basis as required to meet the department's needs. • Deals with all annual information technology audit issues and resolves any deficiencies. Keeps City Attorney apprised of status of the resolution of audit matters. Works with ITMD as necessary.
20%	INFORMATION SYSTEMS DESIGN <ul style="list-style-type: none"> • Plans, develops, installs, configure, tests, trains staff, troubleshoots, and supports new software system installations for legacy and proprietary client-server systems and applications.
10%	USER SUPPORT AND TRAINING <ul style="list-style-type: none"> • Provides system application, hardware, and software support to department users. • Develops and documents procedures for technology-related tasks performed by department staff. • Trains department staff on new department procedures, applications, hardware and software. • Assists the Ordinance Enforcement Division staff in the use of specialized software and resources for which Criminal Justice Information System (CJIS) security clearance is required.
17%	SPECIALIZED TASKS – Develop and perform processes for tasks such as: <ul style="list-style-type: none"> • Coordinate management of files and records: in-department, records department, retention schedules. • Provide support to and management of files and equipment for the entire department. • Manage various on-going contracts, using automated reminders for renewal where appropriate. • Manages the city's information security program at the department level.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
3%	<ul style="list-style-type: none"> • Compiles and maintains Standard Operating Procedures (SOPs) for current job duties. • Other duties as assigned.
	•
	•
	•
	•

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Deputy City Attorney, Mary Schanning

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

The Deputy City Attorney provides general administrative supervision and oversight, directs specific work

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assignments; and provides specific guidance and direction.

E. **SUPERVISION EXERCISED:** None.

F. **MINIMUM QUALIFICATIONS REQUIRED:** (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

A Bachelor's degree in information management, computer science, or a closely related field from an accredited college, or university and at least four years of professional systems analysis and at least one year of Tier 2 help desk experience or an equivalent combination of education and experience.

ii. Knowledge, Skills and Abilities:

Working knowledge of database concepts client-server systems and applications development. Must be capable of designing, developing, and executing applications utilizing existing software and computer systems in use within the department. Working knowledge of hardware and software technical support techniques and a minimum of five years of experience providing user technical support services. Excellent speaking, writing, and interpersonal skills with an ability to explain and convey ideas and instructions. Working knowledge of department's operations and procedures across all divisions is desirable. Working knowledge of city HR and finance operating and accounting procedures and systems applications is desirable.

iii. Certifications, Licenses, Registrations:

CompTIA A+ Certification; Certified Solutions Associate (MCSA); or Project Management Professional (PMP) is desirable.

iv. Other Requirements:

Experience in a law office and an understanding of law and practice is highly desirable. Ability to pass a criminal background check and obtain CJIS security clearance.

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. **PHYSICAL ACTIVITY OF THE POSITION:** (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

<input type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input checked="" type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

<input type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work:** _____%

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input checked="" type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)

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<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)


CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input checked="" type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input checked="" type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software
<input type="checkbox"/>	Hand tools (please list):		
<input type="checkbox"/>	Office Machines (check all that apply): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input type="checkbox"/> Calculator <input type="checkbox"/> Cash register		
<input type="checkbox"/>	Other (please list):		

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

The Office of the City Attorney is dependent in significant ways upon information systems to ensure timely, necessary and appropriate actions and responses to a variety of City client needs and to court schedules and calendars. Failure of these systems may result in considerable risk to the City, its finances and taxpayer dollars. The department cannot fulfill its mission without information systems being consistently maintained on-line. Information systems support and security is a mission critical, priority service. Other tasks are put on hold until problems are resolved. Maintaining client privilege, confidentiality and information accuracy are essential in servicing the Office of the City Attorney. Employee is responsible for the integrity of all the Office of the City Attorney information systems. Must be able to keep information known in confidence. Ability to maintain good public relations with department staff, vendors, various governments agencies, other city departments, and outside contractors. Ability to perform work accurately under pressure and in adverse conditions, meet deadlines, and carry out work assignments with a minimum of supervision.

M. I believe that the statements made above in describing this job are complete and accurate.

 _____
 Signature of Department Head or Designated Representative Mary L Schanning, Deputy City Attorney

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

PROFESSIONAL SUMMARY

IT-certified professional with a strong background in project coordination, technical support, and process management. Proven expertise in risk management, quality assurance, and team leadership, with demonstrated success in designing and implementing process improvements to enhance operational efficiency. Skilled in collaborating with cross-functional teams, leveraging technical knowledge, and utilizing effective communication to drive successful project outcomes.

CORE SKILLS

- Project Management & Coordination
- Process Design & Implementation
- Risk Management & Data Analysis
- Quality Assurance & Compliance
- Technical Troubleshooting
- Stakeholder Communication
- Team Leadership & Training

PROFESSIONAL EXPERIENCE

Executive Process Manager
Infosys BPO, Milwaukee, WI
Oct 2015 – Jun 2017*

Designed and implemented detailed architectural processes, enhancing operational efficiency by optimizing workflows and reducing redundancies.

Conducted comprehensive code reviews and validation activities, ensuring projects met regulatory and quality standards.

Collaborated closely with project managers and cross-functional teams, aligning support functions to achieve project milestones and quality outcomes.

Developed training materials and skill keys for team onboarding, leading to a more streamlined, effective onboarding process.

Analyzed raw data to generate risk management reports for corporate stakeholders, supporting data-driven decision-making.

Transparency Specialist
Direct Path, Milwaukee, WI
Aug 2017 – Aug 2018

Oversaw help desk operations, efficiently managing ticket escalation and prioritization to improve response times and customer satisfaction.

Ensured full compliance with regulatory requirements for MSAs and HSAs, maintaining data integrity and adherence to industry standards.

Provided employee guidance on health benefits and financial planning, contributing to informed employee decision-making and financial wellness.

Desktop Analyst

University of Wisconsin-Milwaukee

Current

Provides in-house and desk-side technical support for faculty and staff, consistently achieving high customer satisfaction ratings.

Manages inventory, procurement, and installation of hardware and software, maintaining streamlined, efficient operations.

Collaborates with users to resolve technical issues and develop tailored technology solutions, supporting functionality improvements and project coordination.

EDUCATION

Master of Science: Information Sciences and Technology (In Progress*)

University of Wisconsin-Milwaukee

Bachelor of Science: Information Sciences, Minor in Computer Science

University of Wisconsin-Milwaukee

CERTIFICATIONS

MCTS: Windows 10, 11 Configuration SDP

CompTIA Service Desk Professional

Microservices, Lean and Agile, Ethics, and Impact of Data in AI

ACHIEVEMENTS

Lawton Scholarship Winner – Spring & Fall 2019-2023

American Family Dreamers Scholarship Winner – Spring & Fall 2020-2023

National Society of Black Engineers, Apex Scholar Award – 2019, 2021

Participant, Rockwell Automation Hackathon – 2021

University of Wisconsin Black Cultural Center – Honored as a Returning Student

McNair Scholar Cohort 2022 – Study Abroad Academic Research Award (2023)

AOP Fellowship/Researcher– University of Wisconsin-Milwaukee (Current)