

TERENCE ACQUAH

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- Hard-working professional with valuable experience in several aspects of the public sector, with a history of generating positive results to meet the mission of an agency or division.
- Highly organized with a proven ability to manage multiple people, tasks and projects while performing efficiently, meeting strict deadlines, and precise quality standards.
- Excellent written and verbal communication skills, with the ability to relate well with diverse professionals, create compelling communications, and lead strong presentations.
- Able to quickly learn and apply new information in a fast-paced, challenging environment.
- Approaches complex business challenges with a positive attitude and innovative, creative solutions.
- Software proficiencies include Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), SPSS, Prezi, Windows7-8; competent social media knowledge.

EDUCATION:

Master of Public Administration – Concentration: Public Management DePaul University, School of Public Service	August 2013 Chicago, IL
Bachelor of Arts – Communication Studies: Corporate Communication Eastern Illinois University • Minor: Advertising & Political Science	May 2011 Charleston, IL
High School Diploma Thornton Fractional South	May 2007 Lansing, IL

PROFESSIONAL EXPERIENCE:

City of Milwaukee Economic Development Specialist	Milwaukee, WI November 2017- Present
<ul style="list-style-type: none">• Develops new and innovative strategies for commercial development throughout the City.• Prepares marketing materials and establish working relationships with commercial real estate brokers for the purpose of marketing neighborhood commercial district opportunities.• Establishes and maintain regular in-person and telephone contact with members of the Common Council, to understand their perspectives and insights regarding development initiatives and concerns within their districts.• Arranges meetings and events that provide platforms for communication between Council members and businesses and commercial property owners in their districts.• Works with City departments and other appropriate parties to resolve business and property owner concerns identified by Council members.• Manages the City's relationship with assigned Business Improvement Districts (BIDS).• Research and contact appropriate local, regional and national retailers regarding location opportunities in the City's Neighborhood Commercial districts.• Appears before public bodies and community organizations to articulate issues and positions of the department and the City.• Increase knowledge of regulatory and legislative issues and programs through study and professional development.• Evaluate annual operating plans for Business Improvement and Neighborhood Improvement Districts.• Identify challenges to enhancing Neighborhood Commercial districts and propose thoughtful solutions to those challenges.• Assists with the implementation of the City's Signage, Façade, White box, Retail Investment Fund, and Commercial Property Foreclosure grant.	

City of Peoria

Neighborhood Enhancement Coordinator

Peoria, IL

July 2015 – October 2017

- Assisted in the supervision, coordination, and resolution of complex ordinance violation issues along with direct supervision of field personnel and management of multiple contracts tied to neighborhood improvement work.
- Served as a liaison between neighborhood groups and the City Community Development Department, in addition to collaborating with other city departments and organizations to revitalize neighborhoods.
- Represented the department at various functions such as making speeches at civic and business associations, meeting with influential persons within the community, developers, officials, citizens, and representatives of the press, to establish goodwill and resolve/respond to issues.
- Plans, organizes and directs research into the formulation, implementation and evaluation of policy issues and operating procedures.
- Participated in long-range project and neighborhood planning including, participating in development, drafting and implementation of long-range, project, and neighborhood planning strategies, participating in organizing and implementing neighborhood workshops and making neighborhood and community presentations..
- Wrote and presented detailed technical oral and written reports of all findings, conclusions, and recommendations based on a thorough analysis and interpretation of data for presentation to others.
- Coordinated the City of Peoria rehabilitation projects to include inspecting properties, writing work scopes and determining needs and deficiencies for acceptance or denial of grant funded rehab assistance. Includes procuring and maintaining the City's contractor list.
- Conducted field work related to rehabilitation and construction of project; analyzes and inspects properties; develops work scope/plan and creates individual cost estimates.
- Monitored projects to ensure work scope is being following, ensures quality of project, and settles disputes on job.
- Administered project budget; authorizes payments and performs other administrative tasks in relation to projects.

City of Peoria

Code Enforcement Inspector

Peoria, IL

April 2015 – July 2015

- Performed inspections, investigations, and resolved city violations related to housing and environmental codes to preserve safe and sanitary conditions for city residents.
- Issued warnings, citations, and work orders on a regular basis as necessary.
- Wrote comprehensive housing, demolition, or rental registration notices that detail violations.
- Performed case management for housing violations and environmental violations including the issuance of work orders to remediate violations and represent the city in Administrative hearing officer processes.
- Appeared in demolition court and housing, as well as environmental court for all cases referred to the legal system for compliance.
- Thoroughly inspected exterior housing properties, and interiors including kitchens, bathrooms, basements, and a wide range of habitable areas. Closely adhere to government regulations, policies, and guidelines.

Village of Dolton

Assistant to the Village Administrator

Dolton, IL

May 2014 – April 2015

- Performed administrative support for the Village Administrator (creating memos, performing research, transcribing minutes, creating marketing material, RFP proposals and other duties that are necessary).
- Responsible for managing Illinois Debt Recovery Program for the Village of Dolton, which helps recovers delinquent payments owed to the Village of Dolton.
- Assisted the Building Department by issuing Building Permits and Certifying Building Contractors.
- Assisted Dolton Police with administrative duties (Asset Forfeiture, Filing, and other duties assigned).
- Served as Project Manager for various projects within the Village (implementation of various ordinances in the Village , Assisting in the relocation/remodeling of the new Village Hall)
- Conducted all purchasing of office supplies for the Village, which includes Fire Dept, Police Dept, and Public Works Dept.

Cook County Forest Preserve

Fleet Intern

Maywood, IL
August 2013 – December 2013

- Primary functions included assisting in the maintenance, organizing, scheduling, and planning related to 300+ vehicles, including police vehicles, tractors, dumpsters, work trucks, and other commercial vehicles.
- Carefully maintained work orders utilizing Net Facilities Maintenance Management Software.
- Performed intricate research and analysis before implementing green initiatives throughout the facility and forest preserve based on agency initiatives.
- Handled a wide range of office administrative responsibilities, including organizing files, creating spreadsheets, reports, memos, and other types of correspondence.

Illinois Toll Authority

EEO Officer Intern

Downers Grove, IL
October 2012 – August 2013

- Served in an internship capacity focused on Equal Employment Opportunity considerations, human resource concerns, and other guidelines, regulations, and practices that directly impacted the agency.
- Assisted with the recruitment process by performing outreach to potential candidates in order to help diversify the recruitment process within the organization.
- Provided assistance with several types of EEO investigations, including discrimination cases, harassment cases, and retaliation cases by drafting interview summaries, reviewing documentation, and video evidence.
- Collected and analyzed data to create highly detailed reports and spreadsheets to present as quarterly reports to colleagues and upper management.

City of Chicago Department of Buildings

Public Service Intern

Chicago, IL
May 2012 – October 2012

- Key responsibilities included performing research regarding property owners, building sites, and conducted FOIA requests for citizens, constituents, businesses, and government officials.
- Coordinated Electronic Plan Reviews and Life Safety Evaluation meetings on a monthly basis.
- Issued building permits for constituents and worked under supervision to learn commercial real estate related issues, challenges, and business needs for the agency.

Alderman Office, 49th Ward of Chicago

Public Service Intern

Chicago, IL
August 2011 – December 2011

- Served under city Alderman Joe Moore and several elected or appointed officials in a public sector capacity.
- Helped local constituents gain access to city services, permits, licenses, tax rebates, and other tenant rights.
- Closely interacted with community organizations, block clubs, and CAPS within the 49th Ward of Chicago.
- Directly contributed to the progress and completion of ward projects, including the Participatory Budget.

State Senate Campaign, 7th District of Illinois

Marketing Intern

Chicago, IL
June 2010 – August 2010

- Performed a wide variety of duties to interact with constituents, including phone banking, door-to-door canvassing, and attending local festivals.
- Worked on a team that helped to create policy platforms for the candidate, such as red light camera policies.
- Served on the Marketing Committee and helped develop effective marketing strategies for the candidate.

PROFESSIONAL ASSOCIATIONS:

- International Council of Shopping Centers Member
- International City/County Management Association Member
- National Forum for Black Public Administrators Member
- American Society for Public Administrators Member