

# Jackie Q. Carter

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## SUMMARY

Experienced public & non-profit manager with a passion for community, knowledge of business, and ability to lead and communicate across all levels of business.

## SKILLS

- Executive leadership & management
- Able to create a collaborative environment
- Problem solving, critical thinking & analysis
- Excellent written and verbal communicator
- Strategic and capital infrastructure planning
- Lease & contract negotiations
- Ability to collaborate across all levels of government and within the community
- Organizational and process management
- Policy development & implementation
- Knowledge of maritime security requirements
- Procurement, contracting & compliance
- Budget development & financial management
- Adaptable to changing laws/circumstances
- Ability to think creatively to meet business needs
- Personable and responsive to Port partners

## EXPERIENCE

### Finance & Administration Officer

City of Milwaukee, Port Milwaukee, December 2017- Present

- Develop and implement policy in compliance with ordinances, statutes and Federal laws
- Perform fiscal and policy analysis to inform management decisions
- Lead department strategic planning, including implementation and evaluation
- Serve as Port Director in the Municipal Port Director's absence/vacancy
- Advise Board of Harbor Commissioners on finance, administrative & personnel matters
- Serve as the department personnel officer, coordinator of staff hiring, evaluation and training
- Perform analysis and develop strategy for contract and lease negotiations
- Facilitate and direct equity and inclusion work at the department level
- Refined reports and tracking tools to create efficiencies for reporting and analysis
- Assessed and streamlined department processes to increase productivity
- Manage department finance and administrative activities, including annual budget development
- Collaborate with City departments and other agencies to comply with audits, administrative & legislative changes, and reporting

### Budget & Management Analyst,

City of Milwaukee, Dept. of Administration, February 2014-December 2017

- Led the development of the annual Proposed Executive Budget for assigned departments
- Developed recommendations for service levels, performance measures and funding strategies
- Reviewed budgetary data for accuracy and consistency with goals and objectives.
- Supported strategic planning related to assigned departments
- Performed analysis & reporting for the Accountability in Management program
- Provided updates, recommendations and revisions to performance measures
- Collaborated with departments to support the improvement of service quality and productivity
- Monitored operating budget results, identified potential problems and recommended solutions
- Communicated recommendations regarding department requests
- Developed fiscal notes and operating projections for proposed legislation
- Reported to Common Council Committees as necessary

Finance, Accounting & Customer Service Positions, City of Milwaukee - Treasurer's Office, October 2007-February 2014

Milwaukee, WI

- Collaborated with division managers to improve department processes
- Trained and supported Accounting Assistants
- Supported other divisions and City departments by conducting research on financial transactions
- Maintained division records according to records retention schedule
- Composed letters, forms & reports using Microsoft Office Suite
- Counseled customers and businesses regarding collection actions on delinquent tax accounts
- Responded to customer and business inquiries using written and oral communication
- Created standard operating procedures used by co-workers to effectively learn new processes
- Produced brochure to translate city ordinances related to foreclosure for taxpayers

Education Coordinator, Our Next Generation, Inc, June 2001-October 2007

- Coordinated activities for tutoring, life skills, and recreation programs for youth
- Developed programs to address identified areas of need for participants and their families
- Monitored program goals and outcomes to ensure compliance with grant requirements
- Partnered with schools, businesses, and other community agencies to provide additional programs
- Interviewed, hired and trained program staff and volunteers for community programs

## **EDUCATION AND TRAINING**

Master of Business Administration

Public Administration, Concordia University, Mequon Wisconsin

Bachelor of Arts

Business & Management and Communication, Alverno College, Milwaukee Wisconsin

Associate of Applied Science

Accounting, Milwaukee Area Technical College, Milwaukee Wisconsin

## **SPECIAL PROJECTS & VOLUNTEER EXPERIENCE**

- 2022 – Present African American Leadership Program – Cohort 13 Participant
- 2021 YWCA: Racial Equity Leadership Training
- 2021 United Way Project LEAD – Spring 2021 Cohort
- 2020 – Present Racial Equity & Inclusion Leadership Team - Member
- 2020 – Present American Association of Port Authorities, Audit Committee – Member
- 2018 - Present Mt. Pilgrim Missionary Baptist Church Youth Department - Ministry Team Member
- 2016 - 2017 Outstanding Debt Work Group – Mayor Tom Barrett's Designee