

SKILLS

- Inter-agency coordination
- Project management
- Knowledge of mobility and curbside management best practices
- Transportation policy development
- Experience in government procurement practices, contract management, and license compliance monitoring
- Data analysis and analytics
- Knowledge of Minneapolis Public Works principles, policies, and practices

WORK EXPERIENCE

Feb 2023 – Present

Mobility and Curbside Manager, Minneapolis Public Works, Minneapolis, MN

Oversees and manages the city's curbside management and mobility programs, including the on-street parking and loading management systems, licensing and compliance management with shared mobility providers, and provides leadership to continue to grow the city's transportation and innovation activities.

- Work with elected officials, business associations, and community-based organizations to address parking and mobility concerns throughout the city
- Manages high profile projects for the city related to street reconstruction impacts and implementation of new technologies
- Provide strategic oversight of the city's shared mobility program
- Evaluate and implement innovative multi-modal transportation infrastructure options for city residents and visitors
- Manage the lane use and obstruction permitting program for the department

Feb 2019 – Feb 2023

Assistant Parking Systems Manager, Minneapolis Public Works, Minneapolis, MN

Led and oversaw daily operations and staff for the of the department's curbside management program, directed and performed analysis of parking utilization and financial data, and managed all third-party contractual relationships.

- Acted as liaison between city departments, other governmental entities, and public stakeholders
- Led procurement of payment and management systems including project management of the implementation of those services
- Worked with elected officials, business associations, and community-based organizations to address parking concerns in their areas

Jan 2013 – Feb 2019

Parking Operations Manager, University of Minnesota, Minneapolis, MN

Responsibilities included administering a departmental area with approximately 100 staff members, forecasting and budgeting labor expenses and revenues, balancing competing stakeholder interests for campus parking space utilization, formulating operational and staffing plans for 400 events annually, and interviewing, hiring, training, and supervising full-time and student supervisors.

- Monitored and analyzed facility utilization and performance of the campus parking system
- Partnered with campus event venues to plan transportation for events with up to 50,000 attendees
- Developed and maintained working relationships with an extensive network of internal and external associates
- Worked with equipment vendors to implement new technologies and continuous improvement processes
- Coordinated targeted communications, including maps and access routes, for campus visitors

Aug 2008 – Jan 2013

Parking Area Supervisor, University of Minnesota, Minneapolis, MN

Provided daily field supervision and management of parking space in several facilities across campus, interviewed, hired, trained, and supervised student and full-time parking attendants, scheduled and performed audits of parking attendant cash registers.

- Collaborated in designing the semester-based parking attendant schedule system
- Resolved issues with daily reconciliation of registers by working closely with the accounting staff
- Coordinated parking services and served as a departmental liaison for campus departments, groups, and stakeholders

Aug 2006 – Aug 2008

Senior Cashier, University of Minnesota, Minneapolis, MN

Supervised and trained student cashiers and verified cash deposits from parking attendants in the department's cash counting facility.

- Collaborated in designing the semester-based parking attendant schedule system
- Resolved issues with daily reconciliation of registers by working closely with the accounting staff
- Coordinated parking services and served as a departmental liaison for campus departments, groups, and stakeholders

EDUCATION AND CERTIFICATIONS

Dec 2019

Certified Administrator of Public Parking (CAPP), International Parking and Mobility Institute

May 2003

Bachelor of Science (Biology), University of Minnesota, Minneapolis, MN