

JUSTINE BRUNO

SUMMARY OF QUALIFICATIONS

- Energetic professional passionate about delivering excellent service to the community
 - Effective communicator, skilled at public speaking and engaging with council and constituents
 - Perceptive, curious, and growth-based style with the ability to effectively prioritize and strategize
 - Collaborative leader with diverse project management and team facilitation experience
 - Progressive budgetary skills including zero base budgeting and annual deficit management
 - Skilled in performance management programs with a commitment to continuous improvement
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EDUCATION

Arizona State University 8/2012 – 5/2014
Master of Public Administration, concentration in Urban Management
Marvin Andrews Fellow – Full Academic Scholarship - 4.00 GPA

Bachelor of Science – Urban Planning - 3.91 GPA 8/2007 – 5/2011

EXPERIENCE

Loveland, Colorado (78,877) Direct Supervisory: 3; Indirect Supervisory: 4
Home rule, full service city, \$333.3M Budget, 915.0 FTEs

Assistant to the City Manager 01/2018 – Present

- Highly responsible position leading complex, non-routine projects for the City Manager's Office, with significant interaction with councilmembers, businesses, and neighboring organizations
- **Executive Leadership Team Member**, serving as the lead for communications and engagement efforts; multi-department projects and community efforts; co-lead on annual budget development
- **Lead**, Direct the Office of Communication and Engagement Office, overseeing a team of 4, and all internal and external communications, engagement, and community outreach efforts
- **Co-Lead**, Police Department Assessment and Reform efforts, involving extensive employee relations processes, legal advisement, and efforts to rebuild public trust and confidence
- **Lead**, Developed first Fiscal Contingency Plan that defines events of fiscal distress and mitigating action; plan was presented at statewide conference and has been used to balance the City budget
- **Co-Lead**, Development of city's first cost recovery fee to help recuperate \$6.0M in infrastructure investments; revenue used to reinvest in interchange improvements
- **Co-Lead**, Develop diversity, equity and inclusion initiatives for organization and trainings for staff
- **Lead**, Developed the City's first Communication and Engagement Roadmap outlining two-year work plan, major focus areas, and internal and external strategies and initiatives
- **Lead**, COVID-19 and Cameron Peak Fire crisis communications including all public messaging, internal communications, regional collaboration and county coordination, protocols and procedure development (e.g. work from home policy, employee testing, extended leave, evacuation policies)
- **Co-Lead**, Develop and implement the first Citywide Strategic Plan with eight focus areas
- **Co-Lead**, City Sales Tax Increase and Marijuana Authorization Ballot Initiative that involved ballot language development, community surveying, outreach, and business communication
- **Lead**, City website redesign including stakeholder engagement, RFP process, vendor selection, ADA compliance, and redesign completion

- **Lead**, developed city's Logo and Branding policy and Social Media Content Strategy and Guide. Project work included policy creation, stakeholder engagement, staff outreach, and enforcement.
- **Lead**, Monitoring and managing the city's Legislative issues, including bill tracking, bill summaries, lobbying Congressional Representatives, and coordinating elected officials site visits and meetings
- **Lead**, 2020 Census coordination, outreach, regional collaboration, and community engagement
- **Lead**, Annual City Council Retreat including agenda creation, material preparation, and facilitation
- **Co-Lead**, Obtained \$1.0M grant award from the state for a Police Regional Training Center
- **Lead**, Improved staff communication by developing e-learning materials, trainings, and PowerPoint templates to deliver high-value communications to City Council/Boards and Commissions
- **Lead**, City property sale and swap, which included data compilation, proposal development, and presentation to City Council in Executive Session

Gilbert, Arizona (242,354)

Management and Budget Analyst

10/2015 – 1/2018

- Analyst for eight (8) departments, assisting with the management of operating funds, totaling more than \$72.0 million
- **Lead Member**, Valley Benchmark Cities Group, a consortium of eleven (11) Arizona cities collaborating to enhance performance management and data analytics efforts in cities. Assisted in the production of the FY2014, FY2015, and FY2016 Valley Benchmark Cities Report
- **Co-Lead**, Developed and produced Gilbert' Benchmarking Report that seeks to measure departmental performance and external benchmarks. The report identifies 81 measures that span 27 departments and divisions, utilizing 40 benchmark communities
- **Lead**, System development fee projection model. Fifty-year modeling system estimating revenue and capital project needs derived from residential and commercial permit activity
- **Co-Lead**, Developed replacement fund contribution model that forecasts financial impact of current rolling stock, predicts replacement costs, and identifies contribution amounts for fund solvency
- **Lead**, Zero base budget process for the Police Department; reduced the \$5.7 million budget by 5%.

Management Support Analyst

08/2013 – 10/2015

- **Lead**, Gilbert's Special Census, project budget totaling \$4.2 million. Involved coordination with the Census Bureau and other jurisdictions, community outreach and marketing efforts, the recruitment of 500 employees, and facility and technology improvements
- **Lead**, Managed Town negotiations for Veterans Memorial Park, resulting in a 30-year lease agreement for 5 acres of municipal property; worked extensively with non-profit leaders and staff to develop terms, conditions, cost projections, and communications to Council.
- **Co-Lead**, Prepared and presented to Fitch, Moody's, and S&P, to improve Gilbert's credit rating from AA to AAA, resulting in approximately \$2.2 million in savings
- **Lead**, Formulated new policy regulations for mobile food vending operations; organized a 6 member internal working group; facilitated an external stakeholder group; and worked with Legal to draft the ordinance; passed by Town Council (7-0)
- **Process Management**, Manage the Constituent Inquiry System for the Town; coordinating with multiple departments to answer citizen inquiries, resolve customer concerns and process service requests in a timely and effective manner
- **Program Analysis**, Conducted a fleet analysis that identified underutilized assets and potential technology and operational solutions
- **Co-Lead**, A viability study of implementing a constituent relationship management system for the town; Gilbert's 311 system launched in 2017

Alliance for Innovation

08/2012 – 08/2013

Management Intern

Phoenix, AZ

- **Co-Lead**, Forum on chronic homelessness, gun violence, and civic engagement with member cities
- **Team Member**, Facilitated and coordinated conferences, webinars, and workshops. Assisted with the selection of innovative local government practices

Stantec Consulting Services, Inc.

11/2011 – 6/2013

Urban Land Technician

Philadelphia, PA

- **Lead**, Site investigation and planning and zoning due diligence to determine the viability of each site as it pertains to specific commercial and residential development clients
- **Team Member**, Assisted civil engineers in the preparation of client proposals for urban development, utility design, and surveying services