

# **PEGGY CASTAÑO**

**Pembroke Pines, FL 33029**

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## **CAREER PROFILE**

Results-driven and seasoned Assistant City Manager with over a decade of vibrant leadership experience in municipal government. Proven track record of successfully collaborating with Mayors, Commissioners, residents, business owners, and staff to achieve organizational goals. Adept at directing day-to-day operations, strategic planning, and navigating diverse municipal administration levels. Skilled in managing multiple city departments, including Administration, Public Information Office, Engineering, Parks & Recreation, Development Services, Code Enforcement, Public Works, and Community Improvement Projects. Experienced in managing multi-million dollar budgets and maintaining strong fiscal oversight; commended for building solid relationships with community members, local schools, and stakeholders through active engagement in community events and promoting open communication. Currently serving as an Assistant City Manager, celebrated by colleagues and superiors as an ethical, resourceful, loyal, and dedicated leader.

## **KEY RESPONSIBILITIES AND ACHIEVEMENTS**

- ❖ Oversee daily operations and provide strategic direction to ensure continuous progress and effectiveness across municipal administration. Act as City Manager or Interim Director for multiple departments and complete special projects and administrative tasks as needed.
- ❖ My comprehensive portfolio consists of several key departments, including Communications and Public Information Office (PIO), Engineering and Construction Services, Public Works, Intergovernmental Affairs, Development Services, and the Mayor and Commission Office. By overseeing these areas, I foster collaboration across the city, drive vital initiatives, and implement robust support systems to optimize operations, encourage development, and ensure clear communication.
- ❖ Demonstrate adaptability and strong leadership skills as Interim Director of Development Services, managing five divisions: Building and Permitting, Housing, Planning and Zoning, Business Tax Receipt, and Code Enforcement.
- ❖ Successfully implemented Energov and managed Engineering and Construction Services, overseeing \$35 million in completed projects and \$80 million in strategic planning stages, showcasing proficiency in project management and fiscal responsibility.
- ❖ Secure significant funding for critical projects by developing and presenting persuasive legislative and federal agendas, addressing community needs, and promoting fiscal accountability.
- ❖ Cultivate relationships with diverse stakeholders, maintaining transparency and trust with the public, and enhancing the city's image through comprehensive branding, marketing, and crisis communications strategies.

- ❖ Support financial sustainability by identifying, securing, and managing grants and external funding sources to enable the successful execution of city projects and programs.
- ❖ Actively contribute to developing and implementing the city's strategic vision, mission, and goals, ensuring alignment with community needs and fostering overall growth.
- ❖ Build and lead high-performing teams, create a positive and collaborative work environment, and invest in the professional development of city staff to promote a culture of continuous improvement and innovation.

## CAREER PROGRESSION

### SENIOR CONSULTANT

**Local Government Consultant Group**

**June 2025- Current**

As a Senior Consultant specializing in local government services, I provide interim departmental oversight, project management, and expert guidance in internal and external communications, marketing, branding, capital improvement project supervision, and governmental affairs at the federal and state legislative levels. In addition, I offer tailored solutions for Assistant City Manager roles and administration challenges.

Drawing from my experience as an Assistant City Manager, I understand the pivotal role this position plays in ensuring the smooth and efficient functioning of municipalities. My expertise spans various facets of day-to-day operations, contributing significantly to the overall success and well-being of communities. By collaborating with department heads and staff, I focus on streamlining processes and improving operational landscapes. In line with my strategic leadership capabilities, I support city leadership in identifying critical priorities and implementing strategies that align with long-term goals, fostering sustainable growth and development. My current projects and accomplishments include:

- ❖ Mayor and Commission Office: Facilitating effective policy implementation and fostering transparent communication between city leadership and the community.
- ❖ Engineering Services: Directing infrastructure projects, urban planning initiatives, and development activities, ensuring alignment with sustainable growth objectives.
- ❖ Communication: Overseeing branding and communication strategies, creating, and delivering engaging content through multiple channels to maintain a positive public image.
- ❖ Strategic Planning: Identifying opportunities for continuous improvement by evaluating departmental processes, implementing best practices, and pursuing innovative solutions to enhance operational effectiveness.
- ❖ State and Federal Legislative Agendas: Working closely with government officials and stakeholders to advocate for the city's interests, secure funding, and shape beneficial policies.
- ❖ Development Services: Demonstrating versatile leadership while overseeing critical divisions, ensuring seamless operations, enhancing collaboration, and facilitating successful implementation of key initiatives.

- ❖ Collaborate with department heads and staff to streamline processes, improve operational landscapes, and implement strategic initiatives, including Standard Operating Procedures (SOP) assessment and updates.

With my wealth of experience and deep understanding of local government administration, I am dedicated to providing effective solutions that contribute to the successful operation of cities and the well-being of their communities.

## **ASSISTANT CITY MANAGER/ADMINISTRATIVE SERVICES DIRECTOR**

**City of Lauderdale Lakes, FL**

**July 2023 – June 2025**

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As the Assistant City Manager, I play a pivotal role in ensuring the smooth and efficient functioning of all aspects of our municipality. My responsibilities encompass comprehensive support across various facets of day-to-day operations, contributing significantly to our community's overall success and well-being. This involves collaborating with department heads and staff to streamline processes and enhance the overall operational landscape. Part of my role consists of contributing to the development and execution of the city's strategic vision. I work closely with city leadership to identify critical priorities and implement strategies that align with our long-term goals, ensuring sustainable growth and development.

In addition to my overarching role in supporting the City Manager in all areas of the city's day-to-day operations, I also manage a dedicated department that serves as a hub for crucial functions within our municipality. This department encompasses the Mayor and Commission office, Engineering Services, Capital Improvement Projects, Public Works, Parks and Recreation and Communications, reflecting a comprehensive portfolio of responsibilities.

- ❖ **Leadership and Coordination:** As a strategic leader, I guide the Mayor and Commission office, facilitating effective policy implementation and fostering transparent communication between city leadership and the community.
- ❖ **Engineering Services Oversight:** Managing Engineering Services involves directing infrastructure projects, urban planning initiatives, and development activities, ensuring alignment with the city's sustainable growth and development objectives.
- ❖ **Communication:** I oversee the city's branding and communication strategies, guiding, creating, and delivering engaging content through multiple communication channels to maintain a positive public image.
- ❖ **Strategic Planning for Continuous Improvement:** Engaging in strategic planning, I identify opportunities for continuous improvement by evaluating departmental processes, implementing best practices, and pursuing innovative solutions to enhance overall operational effectiveness.
- ❖ **Public Works Management:** Overseeing the Public Works department to maintain and enhance the city's infrastructure, including roads, water systems, and public facilities, ensuring high-quality services and efficient resource allocation.
- ❖ **Parks and Recreation:** Managing the Parks and Recreation Department, I ensure the provision of diverse recreational opportunities, well-maintained parks, and engaging community programs,

contributing to the city's overall quality of life and fostering a strong sense of community engagement.

- ❖ **State and Federal Legislative Agendas:** I manage the city's state and federal legislative agendas. I work closely with government officials and stakeholders to advocate for the city's interests, secure funding, and shape policies that benefit our community and support our strategic objectives.
- ❖ **Development Services:** I exhibit versatility and exceptional leadership capabilities while overseeing five critical divisions: Building and Permitting, Housing, Planning and Zoning, Business Tax Receipt, and Code Enforcement. By effectively managing these areas, I ensure seamless operations, enhance collaboration, and facilitate the successful implementation of key initiatives across the department.

**ADMINISTRATIVE SERVICES DIRECTOR/ASSISTANT TO THE CITY MANAGER (ACTING ASSISTANT CITY MANAGER)**

**City of Lauderdale Lakes, FL**

**OCT 2015 – JULY 2023**

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As an overall generalist in the city, my mission is to assist the City Manager in effectively implementing council policies, completing projects and fostering a culture of pride and dedication among employees. With my unwavering commitment and extensive experience, I have excelled in supporting the City Manager and have focused my efforts on various areas, including overseeing and managing Capital Improvement Projects, leading the Public Information Office, supervising Legislative Aides, enhancing community outreach, improving the city's public image, and strengthening the city's interaction with stakeholders. In my years of municipal government I've obtained experience in multiple departments within the organization.

- ❖ Successfully manage the Mayor and Commission Office, ensuring smooth operations and facilitating effective communication between key stakeholders.
- ❖ Provide oversight to the Public Works Department, Engineering and Construction Services, ensuring efficient and quality project delivery.
- ❖ Oversee the City Clerk's Office, maintaining accurate records and facilitating transparent governance processes.
- ❖ Manage the Public Information Office (PIO) and all aspects of public relations for the city, ensuring effective communication with residents and the media.
- ❖ Assist the City Manager with special projects, contributing to the successful execution of strategic initiatives ensuring their timely and successful completion.
- ❖ Demonstrate proficiency in managing grant reimbursements
- ❖ Coordinate and manage the State of the City Address.
- ❖ Implement comprehensive overhauls of internal operating policies, resulting in improved operational and administrative efficiencies throughout the organization.

**EXECUTIVE ADMINISTRATOR TO THE CITY MANAGER**  
**City of Opa-locka FL.**

**JULY 2013 – OCT 2015**

Collaborated with the City Manager to oversee the day-to-day operations of all city departments, ensuring smooth functioning and efficient service delivery. Acted as a reliable gatekeeper, providing effective and productive support to government officials at all levels (City Manager, City Commission, Directors, and residents).

- ❖ Managed and directed the utilization of Community Development Block Grant (CDBG) funding, including project management and grant proposal writing.
- ❖ Co-drafted the Community Challenge Grant, securing a \$1 million planning grant from HUD, which facilitated the update of the City's Comprehensive Plan.
- ❖ Received national recognition from the HUD Secretary for achieving the Community Challenge Grant, working in partnership with a local non-profit organization.
- ❖ Handled confidential matters within the Human Resources Department, ensuring sensitivity and professionalism in dealing with sensitive employee-related issues.
- ❖ Participated on the hiring panel for the City of Opa-locka, contributing to the selection of qualified candidates for various positions within the organization.
- ❖ Assisted the Community Development Department in implementing the Certificate of Use Program, establishing streamlined processes and effective controls that yielded fiscal benefits for the City.

**SENIOR SUPERVISOR FISCAL ANALYST (2007-2013)**  
**State of Florida Probation and Parole**

**JULY 2008 – JUNE 2013**

During my tenure, I played a vital role in assisting the State Circuit by recovering and distributing funds that were incorrectly assigned through restitution payments and judgments. I diligently monitored all actions with a fiscal impact on the Circuit, achieving a remarkable success rate of 95.9% throughout my years in the department.

- ❖ Manage and monitor cell phones usage for probation officers
- ❖ Manage and approve travel vouchers for probation officers
- ❖ Part of the Special Recovery Team
- ❖ Implement all Court Orders as assigned by the Judge
- ❖ Provided training within the Circuit
- ❖ Receive and Document all restitution and supervision payments, prepared bank deposits, controlled inventory, and maintained equipment and technology
- ❖ Submit monthly report to my supervisors OP27, OP28, E1.
- ❖ Fingerprint and interview incoming high and medium risk offenders
- ❖ Assisted Officers and supervisors in the Circuit with the COPS report with a proven track record of a 94% decrease on all reports.

## EDUCATION / CERTIFICATION

- ❖ **Master's in Public Administration**, Barry University, Miami, Florida (Dec 2020)
- ❖ **Bachelor of Arts in Public Administration**, Florida International University (FIU), Miami, Florida (December, 2011)
- ❖ **Associates of Arts in Public Administration**, Miami Dade College, Miami, Florida (May 2009)
- ❖ **Green Belt**, Six Sigma Project Training

### Professional Memberships

- ❖ INTERNATIONAL CITY/COUNTY MANAGEMENT ASSOCIATION (**ICMA**)
- ❖ FLORIDA CITY AND COUNTY MANAGEMENT ASSOCIATION (**FCCMA**)
- ❖ BROWARD COUNTY AND CITY MANAGERS ASSOCIATION (**BCCMA**)
- ❖ NATIONAL INFORMATION OFFICERS ASSOCIATION (**NIOA**)
- ❖ FLORIDA MUNICIPAL COMMUNICATORS ASSOCIATION (**FMCA**)
- ❖ GOVERNMENT SOCIAL MEDIA (**GSMCON**)
- ❖ LOCAL GOVERNMENT HISPANIC NETWORK (**LGHN**)