

AmalRoss

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SUMMARY

Public works operations leader with eight years supporting infrastructure programs, organizational improvement, budget reporting, procurement coordination, and government service delivery. Experience includes setting **operational priorities**, tracking program performance, preparing executive reports, and guiding cross functional teams through competing demands. Translates technical, financial, and policy information into clear decisions for leadership **teams, public bodies**, agency representatives, and community stakeholders. Has improved workflows, supported workforce engagement, coordinated contracting activities, and evaluated operational risks within complex service environments. Brings practical experience connecting strategy with daily execution, helping teams communicate clearly and deliver dependable public services. Prepared to contribute sound judgment, collaborative leadership, and disciplined program oversight within a **public works** organization.

EXPERIENCE

Public Infrastructure Program Manager

January 2022 - Present

CivicWorks Advisory Partners

Riverside, California

Leads infrastructure support initiatives, operational planning, **budget reporting**, procurement coordination, and workforce improvement efforts across public service teams. Connects technical specialists, administrators, leadership stakeholders, and community representatives around practical delivery decisions.

- Set infrastructure priorities through operating reviews, giving service teams clearer direction during competing demands.
- Prepared budget analyses and **performance** reports, helping leadership assess **programs**, resources, and policy decisions.
- Connected technical teams, administrators, and community stakeholders through clear briefings on operational issues.
- Reviewed workflows and removed process barriers, creating smoother coordination across infrastructure support activities.
- Supported workforce engagement efforts through **team development** sessions and organizational improvement initiatives.
- Coordinated **procurement** and contracting activities, keeping project teams aligned with **public service requirements**.

Operations Manager

June 2018 - December 2021

Municipal Operations Consulting Group

Sacramento, California

Managed **public infrastructure** consulting engagements involving operational reviews, improvement planning, executive reporting, policy implementation, and service delivery risk assessment. Coordinated cross functional teams and agency relationships while turning complex findings into usable leadership decisions.

- Managed infrastructure reviews that converted service findings into practical improvement plans for agency leaders.
- Coordinated **cross functional** teams around service challenges, creating shared priorities for competing operational needs.
- Built executive presentations that translated technical findings into clear recommendations for leadership stakeholders.
- Supported policy implementation through organized documentation, helping teams follow government processes consistently.
- Evaluated **operational risks** and presented improvement options that strengthened leadership discussions around **service delivery**.
- Maintained productive agency relationships through regular updates, issue resolution, and practical project coordination.

PROJECTS

Infrastructure Service Review 📅 2024

Improved a public infrastructure support model by mapping workflows, clarifying ownership, and presenting practical recommendations for leadership review.

Public Program Reporting Framework 📅 2023

Created a reporting framework connecting budget information, program objectives, performance findings, and policy discussions for executive stakeholders.

LEADERSHIP & AWARDS

- Recognized by leadership for clear executive reporting that connected program performance with resource decisions.
- Selected to guide cross functional improvement discussions involving infrastructure teams, administrators, and agency representatives.
- Commended for building practical collaboration during procurement, contracting, and public service coordination efforts.

EDUCATION

Bachelor's Degree in Public Administration

2018

California State University, Sacramento GPA: 3.5

Sacramento, California

Coursework: Public budgeting, government processes, organizational leadership, public policy

CERTIFICATIONS

- Certified Public Manager Program Certificate 📅 2023
- Public Works Administration Certificate 📅 2024

TECHNICAL SKILLS

- **Public Works Management:** Infrastructure programs, service operations, asset support
- **Government Administration:** Public administration, public policy, agency processes
- **Budget and Finance:** Budget analysis, resource planning, financial reporting
- **Executive Reporting:** Performance reports, executive briefings, public body reports
- **Procurement Systems:** Procurement coordination, purchasing workflows, vendor documentation
- **Contract Administration:** Contracting processes, agreement tracking, compliance records
- **Workforce Systems:** Workforce planning, employee engagement, team development
- **Change Management:** Organizational change, process reviews, improvement planning
- **Performance Management:** Performance tracking, program objectives, operational metrics
- **Stakeholder Communication:** Technical briefings, policy communication, community engagement
- **Project Coordination:** Cross functional teams, delivery planning, issue tracking
- **Risk Management:** Operational risk reviews, mitigation planning, leadership recommendations

SKILLS

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|---------------------------|----------------------------|--------------------------|------------------------|
| • Strategic Planning | • Stakeholder Engagement | • Organizational Goals | • Team Development |
| • Budget Reporting | • Change Management | • Performance Monitoring | • Operational Planning |
| • Public Works Operations | • Procurement Coordination | • Executive Reporting | • Workforce Systems |
| • Government Processes | • Service Delivery | • Policy Communication | |

PROFESSIONAL AFFILIATIONS

- Public administration professional network participant, sharing practical approaches for government operations and service improvement.
- Public works leadership forum participant, exchanging ideas on infrastructure support, workforce engagement, and agency coordination.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST