

Amal Ross

Assistant Director, Public Works Agency

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STRENGTHS

- 🔧 **Operational direction**
Set clear priorities during competing infrastructure demands, then kept teams focused through practical follow through.
- ♥️ **Executive reporting**
Turned budget and program details into readable leadership reports. Colleagues relied on concise decision support.
- 👥 **Cross department collaboration**
Connected technical, administrative, and community voices during difficult service discussions, building shared confidence in next steps.
- ⚙️ **Process improvement**
Reviewed everyday workflows with teams and removed barriers. Small changes made coordination feel noticeably smoother.
- ♥️ **Workforce engagement**
Supported team development and change efforts through open communication, helping employees participate in practical improvements.

SKILLS

Strategic Planning

Budget Reporting

Public Works Operations

Government Processes

Stakeholder Engagement

Change Management

Procurement Coordination

Service Delivery

Organizational Goals

Performance Monitoring

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

CivicWorks Advisory Partners 📅 January 2022 - Present 📍 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

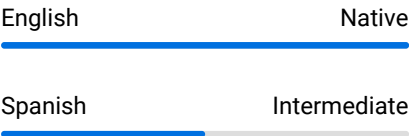
Municipal Operations Consulting Group 📅 June 2018 - December 2021 📍 Sacramento, California

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**.

- Executive Reporting
- Policy Communication
- Team Development
- Operational Planning
- Workforce Systems

LANGUAGES



MY CAREER



- Public Infrastructure Program Manager at CivicWorks Advisory Partners (4.7 Years)
- Operations Manager at Municipal Operations Consulting Group (3.5 Years)

- 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
California State University, Sacramento GPA: 3.5 2018 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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST