

Community Development Block Grant Committee

Application Form

Profile

Hasmik

First Name

Vrtanesyan

Last Name

Middle
Initial

[REDACTED]

Email Address

[REDACTED]

Home Address

Suite or Apt

Burbank

City

CA

State

91505

Postal Code

[REDACTED]

Primary Phone

Alternate Phone

Washington National
Insurance

Employer

District Manager

Job Title

Employee Benefit Adviser

Occupation

Which Boards would you like to apply for?

Community Development Block Grant Committee: Submitted

Length of time as a Burbank Resident:

25

Burbank Registered Voter?

Yes No

Interests & Experiences

Please tell us about yourself and why you want to serve.

Why are you interested in serving on a board, commission or committee?

I am honored to apply for another term on the committee after proudly serving for the past few years. During my time on the committee, I have appreciated the opportunity to work alongside fellow committee members, city staff, and City Council to support initiatives that positively impact our community. Serving in this role has strengthened my commitment to public service and reinforced how important collaboration, communication, and community involvement are to the success of our city. Community service and volunteering have always been important to me because they provide an opportunity to give back, build connections, and help make our city a better place for everyone. I believe that active community involvement helps create a stronger, more engaged, and more welcoming city. Being able to contribute my time, experience, and perspective through this committee has been both meaningful and rewarding. I am interested in continuing to serve because I genuinely enjoy being involved in our community and supporting the work of the city. I value the relationships and experience I have gained over the past term and look forward to continuing to work collaboratively with committee members, city staff, and City Council to serve our residents and help move our community forward.

Education

I graduated from high school and went on to attend a four-year college/university, where I earned a Bachelor of Arts (B.A.) degree. My educational background provided me with valuable knowledge, communication skills, and experiences that continue to support my involvement in community service and public engagement.

Additional Pertinent Courses or Training

I have completed public speaking and mastery sales skills courses and earned certificates in those areas. These experiences have strengthened my communication, leadership, and interpersonal skills, which continue to support my ability to effectively serve and engage with the community.

Other Pertinent Skills, Experience or Interests

Past term of serving on this committee

[Upload a Resume](#)

Community Involvement

Specify current or prior service on a City Board, Commission or Committee, listing specific the specific Board, Commission, or Committee and dates of prior service.:

Have been serving the GOALS committee for the past 4-5 years, was elected a chair and co-chair during my term.

List Community activities in which you are involved:

GOALS Committee currently

If you are related to any City of Burbank employee(s), please state their name(s), relationship(s), and department(s). If you are not related to a City of Burbank employee, please put N/A.

N/A

Conflict of Interest

Conflict of Interest:

Rules of law and ethics prohibit members from participating in and voting on matters in which they may have a direct or indirect conflict of interest including a financial interest. Are you aware of any potential conflicts of interest which may develop from your occupation or financial holdings in relation to your responsibilities as a member of the Board, Commission or Committee to which you seek appointment?

Yes No

If you answer yes, explain in detail any potential conflicts in the same manner as required by the Fair Political Practices Commission's Statement of Economic Interests (Form 700). (If you should have any questions about this matter or need further information as it relates to your situation, please advise the City Clerk prior to submitting your application.)

AB 1234 Training

Some Boards, Commissions, and Committees may receive City reimbursement for attending trainings or conferences. Therefore, under State Law, all members of the Board of Library Trustees, Burbank Water and Power Board, Infrastructure Oversight Board, Planning Commission, and Police Commission must receive at least two hours of ethics training, as prescribed by the Fair Political Practices Commission, within one year of appointment and once every two years thereafter.

First Choice

FIRST choice for Board/Commission/Committee appointment:

CDBG-Community Development Block Grant Committee

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.

Current committee member

What are your goals in serving on this Board/Commission/Committee?

My goals in serving on this Committee are to continue contributing positively to the community, support the city's efforts to serve residents effectively, and help promote thoughtful discussion and collaboration on matters that impact our city. Having served on the committee for the past few years, I value the opportunity to bring experience, consistency, and a community-focused perspective to the work of the committee. I also hope to continue building strong working relationships with fellow committee members, city staff, and City Council while encouraging community engagement and participation. Most importantly, my goal is to help support decisions and initiatives that strengthen our community and enhance the quality of life for residents.

Second Choice

SECOND choice for Board/Commission/Committee appointment:

N/A

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position

N/A

What are your goals in serving on this Board/Commission/Committee?

N/A

Supplemental Questions (Infrastructure Oversight Board Only)

Acknowledgment

Please Read

1. All information submitted is a public record and will be posted on the City's website.
2. All Board, Commission, and Committee members serve without compensation from the City.
3. No person shall serve at the same time on more than one Board, Commission or Committee.
4. Applicants must be residents of the City of Burbank.
5. Any person appointed to fill a vacancy shall hold office for the remainder of the unexpired term and must complete the term before applying to serve on another board, commission, or committee.
6. Any person appointed to a Board, Commission, or Committee shall remain in compliance with the City's **Attendance Policy**:
 - In the event a member of a board, commission, or committee is absent for three (3) regularly scheduled meetings of the board, commission, or committee to which they have been appointed during the 12-month period, the attendance record of such member shall be reviewed by the board, commission, or committee to which the member was appointed. Should the Council excuse the member's three absences, and the member misses a fourth meeting, the City Clerk may proceed with the member's automatic removal by City staff. (See BMC Section 2-1-403, 2-1-405, 2-1-406, 2-1-407)

I acknowledge that I have read the above, and by selecting 'Agree' I confirm that I have reviewed and understood the information above.

I Agree

Application Form**Profile**

Robin

First Name

Savoian

Last Name

Middle
Initial[REDACTED]
Email Address[REDACTED]
Home Address

Suite or Apt

Burbank

City

CA

State

91504

Postal Code

[REDACTED]
Primary Phone

Alternate Phone

Caltech

Employer

Associate Director of
Leadership Annual Giving

Job Title

Associate Director,
Fundraising

Occupation

Which Boards would you like to apply for?

Board of Library Trustees: Submitted

Community Development Block Grant Committee: Submitted

Length of time as a Burbank Resident:

18 years

Burbank Registered Voter? Yes No**Interests & Experiences**

Please tell us about yourself and why you want to serve.

Why are you interested in serving on a board, commission or committee?

I have served three terms on the Community Development Goals Committee, including multiple appointments as both Chair and Vice Chair during my twelve-year tenure. I am now eager to expand my service to the City of Burbank in a new capacity. I hope to offer direction and guidance to the Burbank City Council as it continues to engage the community and provide exceptional resources to Burbank's diverse population, particularly in the evolving landscape following the COVID-19 pandemic. I am especially interested in contributing at this time as the Central Library undergoes facility upgrades.

Education

I hold a Bachelor of Science degree from the University of California, Davis and over the past 25 years, I have built extensive experience working in nonprofit organizations, cultural institutions, and higher education, with a strong focus on budget management, program development, and community engagement. I have served on numerous boards and committees, including advisory boards, where I have developed expertise in presenting findings that inform recommendations to organization staff, governing boards and elected officials.

Additional Pertinent Courses or Training

In the past two years, I earned certifications from the University at Buffalo, State University of New York, in Nonprofit Leadership and Governance, as well as in the Roles and Responsibilities of Nonprofit Boards of Directors, further strengthening my ability to contribute effectively in a leadership and advisory capacity. Additionally, I completed The Principles and Techniques of Fundraising and Developing Major Gifts courses through the Indiana University Lilly Family School of Philanthropy.

Other Pertinent Skills, Experience or Interests

I worked with the Community Development Department back in 2022 when City Council directed staff to issue an RFP to find a new tenant for the old Boys and Girls Club located at 2244 N. Buena Vista. I thoroughly enjoy the opportunity to invest my time and talents in the community's development and Block Grant allocation recommendations but possess other skills that could be better utilized by other Boards and Commissions.

[Upload a Resume](#)

Community Involvement

Specify current or prior service on a City Board, Commission or Committee, listing specific the specific Board, Commission, or Committee and dates of prior service.:

I have served three consecutive four-year terms on the Community Development Goals Committee (2014–present), totaling twelve years of service. During that time, I have held multiple leadership roles, including Committee Chair in 2017, Vice Chair in 2020, Chair again in 2021, and most recently Chair in 2023 and 2024.

List Community activities in which you are involved:

I have been actively involved in a wide range of community groups and programs throughout Burbank since becoming a resident in 2008. I have worked as a substitute teacher for K-12 schools within the Burbank Unified School District during the 2016-2017 and 2022-2023 school years, including long-term assignments at Miller, Roosevelt, and Bret Harte Elementary Schools. I am also a member and active participant in the Parent-Teacher Association within the district as well as a longtime member of the Friends of the Burbank Library. My family and I regularly participate in Burbank Library programming, including evening classes, the annual Summer Reading Program, and other in-branch activities across all three library locations. In addition, my family and I take pottery and art courses and attend gallery exhibitions at the Betsy Lueke Creative Arts Center, and participate in classes offered through Burbank Parks and Recreation, including Summer Daze and programs at the Stough Canyon Nature Center. We also frequently attend music and performing arts programs at John Burroughs High School and Burbank High School. Throughout the year, with family and friends, I attend seasonal community events such as the McCambridge Park Egg Hunt, the Christmas tree lighting at City Hall, and special events at McCambridge Park and Verdugo Pool. We are all especially excited to see the return of programming at the Starlight Bowl this year.

If you are related to any City of Burbank employee(s), please state their name(s), relationship(s), and department(s). If you are not related to a City of Burbank employee, please put N/A.

N/A

Conflict of Interest

Conflict of Interest:

Rules of law and ethics prohibit members from participating in and voting on matters in which they may have a direct or indirect conflict of interest including a financial interest. Are you aware of any potential conflicts of interest which may develop from your occupation or financial holdings in relation to your responsibilities as a member of the Board, Commission or Committee to which you seek appointment?

Yes No

If you answer yes, explain in detail any potential conflicts in the same manner as required by the Fair Political Practices Commission's Statement of Economic Interests (Form 700). (If you should have any questions about this matter or need further information as it relates to your situation, please advise the City Clerk prior to submitting your application.)

AB 1234 Training

Some Boards, Commissions, and Committees may receive City reimbursement for attending trainings or conferences. Therefore, under State Law, all members of the Board of Library Trustees, Burbank Water and Power Board, Infrastructure Oversight Board, Planning Commission, and Police Commission must receive at least two hours of ethics training, as prescribed by the Fair Political Practices Commission, within one year of appointment and once every two years thereafter.

First Choice

FIRST choice for Board/Commission/Committee appointment:

Board of Library Trustees

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.

I have a strong interest in library science and have led and participated in several book clubs, including several offered by the Burbank Public Library. I view the Burbank Library system as an invaluable community resource, and my family and I regularly take part in programs and activities at all three library locations across the city. After passing the California Basic Educational Skills Test (CBEST) and spending two years substitute teaching K-12 in the Burbank Unified School District, I developed a deeper appreciation for the vital role libraries play in supporting education and community engagement. I am an active member of the Friends of the Burbank Library as well as the American Library Association, and I attended the Association's annual conference in Seattle, Washington, in 2019.

What are your goals in serving on this Board/Commission/Committee?

Public libraries are dynamic, socially responsive institutions that reflect the diversity of our communities and serve as a vital lifeline for many of our most vulnerable residents. With over a decade of city service on a Burbank Committee, my goal in serving on the Board of Library Trustees is to collaborate with fellow board members to help establish policies that support the maintenance and continued improvement of Burbank's public libraries, ensuring they remain an exceptional resource for all members of the community.

Second Choice

SECOND choice for Board/Commission/Committee appointment:

Community Development Block Grant Committee

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position

I have greatly appreciated the opportunity to serve the City of Burbank for three full terms on the Community Development Goals Committee, where I have worked collaboratively with fellow community members to make recommendations on the allocation of federal Community Development Block Grant funds. Over the past twelve years, I have gained a deeper understanding of the important role city boards and commissions play in supporting effective local governance and community needs. I hope to continue my service to the Burbank community by offering my expertise to the Community Development Block Grant Committee should an appointment to the Board of Library Trustees not be possible at this time.

What are your goals in serving on this Board/Commission/Committee?

My goal in serving on the Community Development Goals Committee is to continue supporting the Burbank City Council and the broader Burbank community through thoughtful service and collaboration.

Supplemental Questions (Infrastructure Oversight Board Only)

Acknowledgment

Please Read

1. All information submitted is a public record and will be posted on the City's website.
2. All Board, Commission, and Committee members serve without compensation from the City.
3. No person shall serve at the same time on more than one Board, Commission or Committee.
4. Applicants must be residents of the City of Burbank.
5. Any person appointed to fill a vacancy shall hold office for the remainder of the unexpired term and must complete the term before applying to serve on another board, commission, or committee.
6. Any person appointed to a Board, Commission, or Committee shall remain in compliance with the City's **Attendance Policy**:
 - In the event a member of a board, commission, or committee is absent for three (3) regularly scheduled meetings of the board, commission, or committee to which they have been appointed during the 12-month period, the attendance record of such member shall be reviewed by the board, commission, or committee to which the member was appointed. Should the Council excuse the member's three absences, and the member misses a fourth meeting, the City Clerk may proceed with the member's automatic removal by City staff. (See BMC Section 2-1-403, 2-1-405, 2-1-406, 2-1-407)

I acknowledge that I have read the above, and by selecting 'Agree' I confirm that I have reviewed and understood the information above.

I Agree

Robin Savoian
Burbank, CA



Professional Summary:

Strategic fundraising professional with expertise in board leadership and governance, cultivating donor relationships and growing revenue generating programs through innovative engagement strategies. Proven ability to lead teams and collaborate with stakeholders to increase engagement, achieve fundraising goals, and advance organizational missions. Seeking to contribute as a member of the Board of Library Trustees by applying experience with strategic development and knowledge of Burbank City policies and programs, to drive impactful results.

Work History:

Caltech – Pasadena, CA

Associate Director of Leadership Annual Giving, June 2023 – Present

- Qualify, cultivate, and acquire mid- to major-level gifts to bridge annual fund donors with larger gift opportunities and motivations.
- Develop strategy and solicitation cycles for donors to the Caltech Fund Catalyst leadership annual giving society and provide personal engagement and a year-round experience.
- Evolve and grow society-based giving strategies, including conceiving additional recognition programs, stewardship opportunities, committees, events, and levels.
- Works with Caltech Fund's integrated marketing team to create multichannel communication touchpoints, making use of new technologies to enhance the donor experience, including email, text, web, and social media platforms.
- Closely collaborate with colleagues and campus partners to cultivate and capitalize on gift opportunities and donor engagement.

Burbank Unified School District – Burbank, CA

Substitute Teacher, August 2022 – May 2023

- 45-day assignment (September – December 2022) in Transitional Kindergarten at Joaquin Miller Elementary School. Certificated educator required to assist first year teacher.
- Adhere to all procedures, guidelines, and policies in line with recommended teaching procedure at K-12 school sites in the district.

Greater Los Angeles Zoo Association - Los Angeles, CA

Associate Director of Development, Annual Fund, January 2017 – August 2022

- Responsible for acquiring a significant portion of GLAZA's annual budget by managing all facets of the Safari Society (\$1,500 - \$30,000) upper level, individual giving program.
- Advanced the Los Angeles Zoo's and GLAZA's interests by identifying sources of private support, and by maintaining strong communication ties with donors and prospects.
- Instituted an upgrade and donor retention campaign, increasing participation and annual revenue to the upper level giving program to record amounts in 2022, exceeding projections by over 10%.
- Create exclusive events for donors and prospects, including three seasons of the acclaimed *L.A. ZOOM to You* web series during the 2020 pandemic.
- Establish and strengthen long-term relationships with donors resulting in a strong major gifts pipeline.
- Identified and solicited multiple Safari Society donors for major gifts, culminating in the creation of a conservation endowment, and several capital improvement projects, outlined in the Los Angeles Zoo's Vision Plan.

Burbank Unified School District – Burbank, CA

Substitute Teacher, August 2016 – January 2017

- Long term position (October-December 2016) in Physical Education for 3rd, 4th, and 5th grade students attending Bret Harte Elementary and Theodore Roosevelt Elementary Schools.
- Direct student learning and engagement by accomplishing curriculum objectives and goals as implied in the lesson plans for projects, lessons, or units assigned in K- 12 setting.

Natural History Museum of Los Angeles County - Los Angeles, CA
Special Event Assistant, March 2016 – August 2016

- Coordination of vendor load-in and load-out for internal fundraising events and third-party events, ensuring that all setups are completed as listed in the approved work order.
- Monitoring of volunteers and vendors to ensure adherence to Museum policies and procedures.
- Monitor status of all facilities throughout event and work with internal staff to correct any lighting, audio/visual, cleanliness issues or any aesthetic deficiencies, noting for follow-up.

Wally Parks NHRA Motorsports Museum - Pomona, CA
Development Officer, April 2014 – April 2015

- Acting as sole development officer of the institution, designed and implemented a professional fundraising program, including membership, annual fund, major gifts, and foundation grants.
- Worked closely with the Executive Director and stakeholders at the National Hot Rod Association to meet the goals outlined in the Strategic Plan.
- Advanced the Museum's interests by identifying sources of corporate and private support.
- Streamlined visitor services, including redesign of the visitor experience and collaboration with exhibits and facilities staff to increase marketing efforts and onsite wayfinding.
- Overhaul of third-party rental policies to parallel market rates and best practices, while ensuring customer satisfaction and optimizing revenue for the institution.

Natural History Museum of Los Angeles County - Los Angeles, CA
Manager, The Fellows, September 2009 – March 2014

- Development, implementation, and management of all aspects of the Fellows membership, upper level annual-giving program.
- Delivery of benefits to the 285+ members contributing between \$2,000 and \$25,000 annually.
- Increased annual revenue by 22%, and number of donor households by 20% in four years.
- Marketing, design and coordination for all upper-level membership events, maximizing renewals and upgrades, and cultivating new donors.
- Worked in collaboration with a team of Advancement fundraisers to develop cultivation, solicitation, and stewardship strategies for individual donors.
- Oversight of the Alliance and NHM Next Generation Committee volunteer solicitor groups.

Manager, Family and Community Programs, September 2005 – September 2009

- Planning and management of project logistics, budgets, personnel, schedules, and priorities for all revenue generating, educational programs including Adventures in Nature summer and winter camp, the Overnight Adventures sleepover program, workshops, lectures, and fieldtrips.
- Event management, scheduling and organization for large-scale public festivals and programs.
- Generated marketing materials associated with revenue generating programs. Key educational contributor for the *Naturalist* membership publication.
- Education Department representative on Museum's Strategic Planning Committee and Museum ambassador at conferences, on community boards, and at other professional gatherings.
- Direct supervision of a full time Assistant Coordinator along with seasonal camp instructors, special event staff, and the *Dinosaur Encounters* performing arts team. Assisted with training and supervision of volunteers and docents.

Family Programs Assistant Coordinator, June 2004 – September 2005

- Coordinated the billing, program logistics and oversight of staffing for the sleepover program and assisted with the administration and operations of the Adventures in Nature camp program.
- Designed and implemented semiannual Family Overnights geared toward members. Regular communication with program registrants and fielding of inquiries from potential participants.

Gallery Interpreter, September 2002 – June 2004

- Led tours, conducted live animal presentations, and instructed hands-on Adventures in Nature summer and winter camp courses.
- Design, recruitment and database management of participant schools for Afterschool Program.

Walt Disney World - Lake Buena Vista, FL

Advanced Intern – Entomology / Plant Science - December 2001 - June 2002

- Leafminer fly and *Opius* wasp rearing as biological control agents for dispersal throughout the Walt Disney World Park system.
- Development and maintenance of mole cricket, ant, and termite farms for the interactive agricultural biotechnology exhibit.
- Co-managed production greenhouse and led educational, behind-the-scenes tours.
- Completion of *Disney U* and *Traditions* programs for excellence in customer service.

City of Los Angeles - Los Angeles Zoo and Botanical Gardens - Los Angeles, CA

Student & Behavioral Enrichment Volunteer / Camp Instructor - February 1993 - June 1999

- Conducted tours and assisted in educational workshops for members and the public.
- Renovated and co-designed exhibits and produced enrichment items for various animals.
- Paid Zoo Camp Counselor-in-Training, Counselor, and Instructor during summer months, developing science-based learning activities aimed at 1st through 6th grade students.

Education:

University of California, Davis

Bachelor of Science Degree: Entomology - September 2001

Certifications and Specializations:

American Red Cross

- Adult CPR/AED, Pediatric CPR and First Aid certification – March 2026

Lilly Family School of Philanthropy - Indiana University Indianapolis

The Fund Raising School: Certificate in Fund Raising Management – in process

- Developing Major Gifts - Washington, D.C. - June 2025
- Principles & Techniques of Fundraising – Austin, TX – April 2026

University of Buffalo – State University of New York

Improving Leadership & Governance in Nonprofit Organizations Specialization – in process

- Introduction to the Nonprofit Sector, Nonprofit Organizations, Nonprofit Leadership & Governance – February 2025
- The Roles and Responsibilities of Nonprofit Boards of Directors within the Governance Process – January 2026

Boards, Committees, and Community Engagement:

Caltech Women's Club – July 2023 – Present

- Board Officer
 - Chair, Membership - July 2025 – Present
- Caltech Women's Investment Club
 - Partner – January 2024 - Present
 - Assistant Financial Partner – July 2025 – Present

Community Development Goals Committee - City of Burbank, CA - May 2014 – Present

- Committee Member; Appointed by Burbank City Council
 - Term 3: July 2022 – July 2026; Committee Chair – 2023, 2024
 - Term 2: July 2018 – July 2022; Committee Chair – 2021; Committee Vice Chair - 2020
 - Term 1: May 2014 – July 2018; Committee Chair – 2017

American Youth Soccer Organization (AYSO) – August 2022 - Present

- Certified Regional Referee / Assistant Referee for U10/U12 regular season games
 - 5 games-2022; 3 games-2024; 4 games 2025
- Annual certifications for: AYSO Safe Haven, CDC Concussion Awareness, Sudden Cardiac Arrest Identification, and Stewards of the Game

Centers for Ocean Science Education Excellence (COSEE) West - September 2007 – June 2013

- Advisory Board Member

Museum Education Roundtable - August 2009 – August 2012

- Board Member
- Chair, Finance Committee - 2011-2012
- Co-Chair, Marketing and Membership Committee - 2010-2011

Education Consortium of Central Los Angeles – September 2005 – September 2009

- Board Member
- Vice President of Membership - 2008-2009

Professional Memberships, Conferences, Speaking Engagements and Awards:

American Alliance of Museums - Member: April 2006 – April 2016

- Annual Meeting Attendee
 - 2010 Annual Conference – Los Angeles, CA
 - 2009 Annual Conference – Philadelphia, PA
 - 2008 Annual Conference – Denver, CO
 - 2007 Annual Conference – Chicago, IL
 - 2006 Annual Conference – Boston, MA

American Library Association - Member: December 2018 – December 2019

- Annual Meeting Attendee
 - 2019 Midwinter Meeting – Seattle, WA

Association of Zoos and Aquariums - Member: January 2017 – December 2022

- Annual Conference Attendee
 - 2020 Annual Conference - Virtual due to Covid-19 pandemic.
 - 2017 Annual Conference – Indianapolis, IN
- Panelist: *What is the New Normal in Events? – Donor Stewardship During Covid*
 - 2021 Annual Conference - Virtual due to Covid-19 pandemic.

Bridge Integrated Marketing and Fundraising Conference

- Annual Meeting Attendee
 - 2013 Annual Conference – National Harbor, MD

California Association of Museums - Member: June 2008 – December 2013

- Moderator: *Staying True: Creating Mission-Driven Youth Programming that Addresses the Bottom Line*
 - 2009 Annual Conference – San Francisco, CA

California Science Teachers Association - Member: October 2005 – October 2011

- Presenter: *Natural History and Husbandry of Insects, Arachnids and Myriapods*
 - 2009 Science Education Conference – Palm Springs, CA
 - 2007 Science Education Conference – Long Beach, CA
 - 2005 Science Education Conference – Palm Springs, CA

The Council for Advancement and Support of Education (CASE) - Member: July 2023 – Present

- Circle of Excellence
 - 2025 Silver Award for Excellence in Special Events Online (One-time)
 - The Caltech Fund's 2024 Giving Day Turtle Pond Event*
- Speaker: *Leading Every Day: Building a Leadership Annual Giving Program that Matters*
 - 2025 District VII (West) Conference - San Francisco, CA
- Annual Conference Attendee
 - 2024 District V & VI (Great Lakes and Mid-America) Conference – Chicago, IL

Meeting of the Minds West Coast Annual Giving and Advancement Services Conference

- Speaker: *Leadership Annual Giving: From Arts and Culture to Higher Education Fundraising*
21st Anniversary Conference – February 2024 – Cal Poly, Pomona, CA
- Speaker: *Mid-Level Donor Migration*
Speaker: *Women in Advancement Leadership*
16th Annual Conference – March 2022 – Cal Poly, Pomona, CA
- Speaker: *The LA ZOOM Story & Other Online Engagement and Prospecting Strategies*
15th Annual Conference – March 2021 – Virtual due to Covid-19 pandemic.
- Speaker: *What's Working Elsewhere? Fundraising Success Stories from Outside Education*
14th Annual Conference – March 2020 – Virtual due to Covid-19 pandemic.

Museum Educators of Southern California - Member: May 2005 – May 2010

Western Museums Association

- Annual Meeting Attendee
2008 Annual Meeting – Anchorage, AK

Application Form**Profile**

Eric _____ D _____ McBride _____
 First Name Middle Initial Last Name

 Email Address

 Home Address Suite or Apt

Burbank _____ CA _____ 91505 _____
 City State Postal Code

 Primary Phone Alternate Phone

ProducePay _____ Director of Revenue Operations _____ Revenue Operations Executive _____
 Employer Job Title Occupation

Which Boards would you like to apply for?

Civil Service Board: Submitted
 Community Development Block Grant Committee: Submitted

Length of time as a Burbank Resident:

5 years

Burbank Registered Voter?

Yes No

Interests & Experiences

Please tell us about yourself and why you want to serve.

Why are you interested in serving on a board, commission or committee?

I have lived in Burbank for several years and want to contribute meaningfully to the community beyond simply being a resident. My interest in public service is not new - I began my career as a Staff Assistant in the United States Senate, and that experience shaped how I think about institutions, accountability, and the responsibility that comes with public roles. My background since then has been in operations and organizational governance, designing the systems and accountability frameworks that help institutions function well and treat people fairly. The Civil Service Board sits at exactly that intersection. I also have a longer-term interest in public service in California, and I believe the right way to earn that opportunity is to start locally, do the work, and build a record of genuine contribution.

Education

Bachelor of Arts in Political Science, University of Delaware

Additional Pertinent Courses or Training

Nine Salesforce professional certifications including Salesforce Certified Data Architect, Sharing and Visibility Architect, Advanced Administrator, and Sales Cloud Consultant. These certifications required deep study of organizational governance, data integrity, access controls, and system accountability - skills that translate directly to board responsibilities

Other Pertinent Skills, Experience or Interests

Upload a Resume

Community Involvement

Specify current or prior service on a City Board, Commission or Committee, listing specific the specific Board, Commission, or Committee and dates of prior service.:

None

List Community activities in which you are involved:

I am a Burbank resident seeking to become more actively involved in the community. Applying for the Civil Service Board represents my first formal step toward civic engagement at the local level.

If you are related to any City of Burbank employee(s), please state their name(s), relationship(s), and department(s). If you are not related to a City of Burbank employee, please put N/A.

N/A

Conflict of Interest

Conflict of Interest:

Rules of law and ethics prohibit members from participating in and voting on matters in which they may have a direct or indirect conflict of interest including a financial interest. Are you aware of any potential conflicts of interest which may develop from your occupation or financial holdings in relation to your responsibilities as a member of the Board, Commission or Committee to which you seek appointment?

Yes No

If you answer yes, explain in detail any potential conflicts in the same manner as required by the Fair Political Practices Commission's Statement of Economic Interests (Form 700). (If you should have any questions about this matter or need further information as it relates to your situation, please advise the City Clerk prior to submitting your application.)

AB 1234 Training

Some Boards, Commissions, and Committees may receive City reimbursement for attending trainings or conferences. Therefore, under State Law, all members of the Board of Library Trustees, Burbank Water and Power Board, Infrastructure Oversight Board, Planning Commission, and Police Commission must receive at least two hours of ethics training, as prescribed by the Fair Political Practices Commission, within one year of appointment and once every two years thereafter.

First Choice

FIRST choice for Board/Commission/Committee appointment:

Civil Service Board

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.

I studied Political Science at the University of Delaware and early in my career, I served as the personal aide to U.S. Senator Tom Carper of Delaware - based in his Wilmington office and regularly traveling to Washington, D.C. for official Senate business. The role required managing the Senator's schedule, logistics, and briefings while maintaining discretion and sound judgment in a high-stakes environment. That experience gave me a firsthand understanding of how public institutions operate and what principled public service demands in practice. Professionally, I have spent over a decade designing and managing the operational systems that govern how organizations hire, classify, compensate, and hold employees accountable. As Revenue Operations Director at ProducePay and previously as a Salesforce architect, I regularly built compensation frameworks, employment classification structures, and governance documentation that were consistent, auditable, and fairly applied. I understand what it means to evaluate employee situations against a defined set of rules, and I bring both the analytical discipline and the institutional respect for process that Civil Service Board work requires.

What are your goals in serving on this Board/Commission/Committee?

My primary goal is to serve the City of Burbank well by contributing a thoughtful, process-oriented perspective to the board's work. The Civil Service Board exists to ensure that city employment practices are fair, consistent, and transparent - and I want to help uphold that standard. My interest in public service goes back to the beginning of my career, and I see serving on this board as the right way to re-engage with it: by showing up, doing the work, and building a real record of local contribution.

Second Choice

SECOND choice for Board/Commission/Committee appointment:

Community Development Block Grant Committee

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position

My B.A. in Political Science included study of federal grant programs and intergovernmental policy, and my early career in the U.S. Senate gave me direct exposure to how federal funding flows into communities and the accountability structures that govern it. Professionally, I have spent over a decade managing complex operational systems with strict compliance and reporting requirements - experience that translates well to administering a federally funded program like CDBG, where documentation, eligibility determination, and outcome tracking are central responsibilities. As a Burbank resident and small business owner, I also have a personal stake in seeing community development dollars deployed effectively toward housing, economic opportunity, and neighborhood improvement.

What are your goals in serving on this Board/Commission/Committee?

The CDBG program represents one of the most direct ways federal investment reaches working families and neighborhoods at the local level. I want to help ensure that Burbank's allocation is used strategically and accountably - that the community organizations and residents who need it most are the ones who benefit. More broadly, understanding how federal and local government interact at the program level is something I care about deeply, and this committee would give me a meaningful way to contribute to that work while learning the Burbank community from the inside.

Supplemental Questions (Infrastructure Oversight Board Only)

Acknowledgment

Please Read

1. All information submitted is a public record and will be posted on the City's website.
2. All Board, Commission, and Committee members serve without compensation from the City.
3. No person shall serve at the same time on more than one Board, Commission or Committee.
4. Applicants must be residents of the City of Burbank.
5. Any person appointed to fill a vacancy shall hold office for the remainder of the unexpired term and must complete the term before applying to serve on another board, commission, or committee.
6. Any person appointed to a Board, Commission, or Committee shall remain in compliance with the City's **Attendance Policy**:
 - o In the event a member of a board, commission, or committee is absent for three (3) regularly scheduled meetings of the board, commission, or committee to which they have been appointed during the 12-month period, the attendance record of such member shall be reviewed by the board, commission, or committee to which the member was appointed. Should the Council excuse the member's three absences, and the member misses a fourth meeting, the City Clerk may proceed with the member's automatic removal by City staff. (See BMC Section 2-1-403, 2-1-405, 2-1-406, 2-1-407)

I acknowledge that I have read the above, and by selecting 'Agree' I confirm that I have reviewed and understood the information above.

I Agree

Eric McBride

Burbank, CA | ██████████ | ██████████ | ██████████
Burbank Resident | B.A. Political Science, University of Delaware

PROFESSIONAL SUMMARY

Burbank resident and operations executive with over 10 years building the systems, processes, and governance frameworks that make complex organizations run well. Began his career as a Staff Assistant in the United States Senate, serving Senator Tom Carper of Delaware - an experience that shaped a career-long commitment to institutional accountability and principled process. Holds a B.A. in Political Science from the University of Delaware. Seeking to apply that background in service to the Burbank community through the Civil Service Board, with a long-term interest in public service and civic leadership.

RELEVANT EXPERIENCE & SKILLS FOR CIVIL SERVICE SERVICE

The following professional competencies translate directly to Civil Service Board responsibilities:

- Employment systems governance: Designed and administered compensation structures, classification frameworks, and performance accountability systems across multiple organizations.
- Policy and process development: Built operational policies from scratch in fast-moving environments, balancing consistency, fairness, and organizational needs.
- Appeals and accountability: Experienced evaluating complex employee situations objectively, applying established frameworks rather than ad-hoc judgment.
- Cross-functional stakeholder management: Regularly partnered with HR, Legal, Finance, and executive leadership to ensure workforce decisions were documented, defensible, and equitable.
- Data integrity and record-keeping: Deep expertise in CRM governance and data systems, directly applicable to maintaining accurate civil service records and audit trails.

PROFESSIONAL EXPERIENCE

ProducePay | *Director of Revenue Operations*

Oct 2025 – Present

- Lead Revenue Operations function as team lead and sole Salesforce SME, managing two direct reports plus agency partners and independent consultants.
- Own sales compensation governance and territory design in partnership with HR and Finance; built accountability systems from scratch after inheriting an undocumented org.
- Rebuilt operational discipline across the organization: established process standards, governance documentation, and cross-functional alignment frameworks.

SkyDog Ops | *Director of RevOps (Independent Consulting)*

Mar 2025 – Jul 2025

- Architected enterprise Salesforce solutions for clients; served as technical escalation lead for complex organizational and platform governance issues.
- Mentored junior administrators on documentation, governance standards, and accountability practices.

Kicksaw | *Salesforce Solution Architect*

Jul 2022 – Feb 2025

- Led complex enterprise engagements; owned full project lifecycle from discovery through deployment and post-launch accountability review.
- Designed and implemented process and data governance frameworks for enterprise clients across multiple industries.

Coursera | *Process Technology Manager*

May 2020 – Jul 2022

- Senior Salesforce administrator for a 200+ user org; created governance standards, managed security reviews, and ensured long-term platform compliance.

HopSkipDrive | *Sales Operations Manager*

Nov 2018 – May 2020

- Designed and implemented two end-to-end compensation plans including quota setting, commission structure, and payout automation — reducing manual admin work by 30%.

Earlier: Director of Sales Ops at Friendbuy (2017–2018); Sales Ops Manager at ServiceTitan (2015–2017).

Office of U.S. Senator Tom Carper (D-DE) | *Staff Assistant*

2009 – 2011

- Served as Senator Carper's personal aide and traveling staff member, based in the Wilmington, Delaware office with regular travel to Washington, D.C. for official Senate business.

- Managed the Senator's daily schedule, logistics, constituent interactions, and briefing preparation - a role requiring discretion, sound judgment, and close proximity to high-stakes decision-making.
- Gained direct exposure to federal legislative process, constituent services, and the day-to-day mechanics of public institutional governance.

EDUCATION

University of Delaware — Bachelor of Arts, Political Science

PROFESSIONAL CERTIFICATIONS

Salesforce Certified Sharing & Visibility Architect	Issued March 2023
Salesforce Certified Data Architect	Issued April 2022
Salesforce Certified Sales Cloud Consultant	Issued October 2022
Salesforce Certified Advanced Administrator	Issued February 2022
Salesforce Certified Business Analyst	Issued July 2022
Salesforce Certified Platform App Builder	Issued March 2020
Salesforce Certified Administrator	Issued November 2019
Salesforce Certified UX Designer	Issued November 2022

COMMUNITY INTERESTS

Burbank resident with a lifelong interest in public service, rooted in two years working in the United States Senate early in his career. Active interest in election systems, government transparency, and institutional accountability.

Application Form**Profile**

James

First Name

A

Middle
Initial

Correa

Last Name

[REDACTED]
Email Address[REDACTED]
Home Address

Suite or Apt

Burbank

City

CA

State

91505

Postal Code

[REDACTED]
Primary Phone

Alternate Phone

Superior Awnings

Employer

CEO

Job Title

Business Owner

Occupation

Which Boards would you like to apply for?

Community Development Block Grant Committee: Submitted

Infrastructure Oversight Board: Submitted

Length of time as a Burbank Resident:

1.5 years

Burbank Registered Voter? Yes No**Interests & Experiences**

Please tell us about yourself and why you want to serve.

Why are you interested in serving on a board, commission or committee?

I have lived in Burbank, built a career in Southern California, and I am raising my family here. I would like to put my experience to work for the city, not just benefit from it. My background is operational and public-spirited: I served as a U.S. Army logistics officer and Captain across two combat tours — a 15-month tour in Iraq and a 12-month tour in Afghanistan; I advised the Mayor of Sacramento on innovation and economic development; and I have run multi-site operations across Southern California — including HVAC, plumbing, and electrical field services businesses that serve Burbank — and now operate a custom manufacturing business. Each taught the same lesson: the infrastructure underneath an organization — how it is planned, funded, and maintained — decides whether everything built on top of it holds. Burbank is well run, and I want to help keep it that way by bringing a disciplined, numbers first approach to how the city plans and spends.

Education

Harvard Business School — Master of Business Administration (M.B.A.), 2015. The George Washington University — B.A., International Affairs, cum laude (Elliott School of International Affairs), 2007.

Additional Pertinent Courses or Training

U.S. Army Transportation Basic Officer's Course — Distinguished Honor Graduate. U.S. Army Psychological Operations Advanced Individual Training. USC Viterbi School of Engineering Six Sigma Green Belt.

Other Pertinent Skills, Experience or Interests

Operations and logistics leadership; multi-site P&L ownership; capital and operating budget planning; municipal grant-program design and economic development; HVAC, plumbing, and electrical field-services operations; manufacturing and facilities operations; contract, procurement, and vendor management; project scheduling and execution; operational risk assessment; and team leadership under demanding conditions. Reading budgets and project plans, and pressure-testing scope, cost, and timelines, is my daily work.

Upload a Resume

Community Involvement

Specify current or prior service on a City Board, Commission or Committee, listing specific the specific Board, Commission, or Committee and dates of prior service.:

None. This would be my first appointment to a City of Burbank board, commission, or committee. (For relevant board experience outside city government, I previously served on the Board of Directors of the George Washington University Alumni Association — noted under Community activities below.)

List Community activities in which you are involved:

Habitat for Humanity — I volunteer on home-construction builds with the Los Angeles, San Gabriel Valley, and Ventura County affiliates. Veterans of Foreign Wars (VFW) — member, Post 8310, here in Burbank. George Washington University Alumni Association — former member of the Board of Directors. As a Burbank family, we are also active in city institutions: my son's programs at Burbank Adult School, where my mother-in-law attends ESL classes, and youth swim instruction at the Verdugo Aquatic Facility.

If you are related to any City of Burbank employee(s), please state their name(s), relationship(s), and department(s). If you are not related to a City of Burbank employee, please put N/A.

N/A

Conflict of Interest

Conflict of Interest:

Rules of law and ethics prohibit members from participating in and voting on matters in which they may have a direct or indirect conflict of interest including a financial interest. Are you aware of any potential conflicts of interest which may develop from your occupation or financial holdings in relation to your responsibilities as a member of the Board, Commission or Committee to which you seek appointment?

Yes No

If you answer yes, explain in detail any potential conflicts in the same manner as required by the Fair Political Practices Commission's Statement of Economic Interests (Form 700). (If you should have any questions about this matter or need further information as it relates to your situation, please advise the City Clerk prior to submitting your application.)

I am in the process of acquiring Superior Awning, a custom awning and shade-structure manufacturer based in Panorama City. I am not aware of any current contract between the company and the City of Burbank, but a manufacturer of this type could conceivably bid on or supply City projects in the future. I also hold a meaningful amount of stock in Metropolis Technologies, Inc. — one of the largest parking operators in the United States — acquired as an early employee of the company. Metropolis or its subsidiaries may operate parking on behalf of the City or at nearby City-owned assets, though I am not aware of any specific relationship. Because this board makes recommendations on parking, I am noting it here. I also own my home in Burbank, at 1631 N. Maple Street. I would disclose all three interests fully on my Statement of Economic Interests (Form 700) and would recuse myself from any matter before the board in which Superior Awning, Metropolis Technologies, or my property had a financial interest.

AB 1234 Training

Some Boards, Commissions, and Committees may receive City reimbursement for attending trainings or conferences. Therefore, under State Law, all members of the Board of Library Trustees, Burbank Water and Power Board, Infrastructure Oversight Board, Planning Commission, and Police Commission must receive at least two hours of ethics training, as prescribed by the Fair Political Practices Commission, within one year of appointment and once every two years thereafter.

First Choice

FIRST choice for Board/Commission/Committee appointment:

Infrastructure Oversight Board

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.

My experience maps onto this board's core work — the high-level review of scope, schedule, cost, and risk on infrastructure projects, and the adequacy of maintenance programs — and includes time inside city government. As a Harvard Business School fellow in the Office of the Mayor of Sacramento, I co-founded the Mayor's Office of Innovation and shaped the policy for an \$8 million city fund, so I understand how a municipality plans and funds initiatives. As a U.S. Army logistics officer and Captain, I led a 30-person team sustaining a 5,000-person brigade across 22 bases — directing maintenance for 1,000 vehicles, 22 fuel points, and facilities under hard constraints. I have since run HVAC, plumbing, and electrical field services operations — the building systems at the center of a city's programmatic capital and maintenance — and stood up a manufacturing facility end to end, from capital equipment to vendor onboarding. My Harvard M.B.A. and ownership of multi-site P&Ls anchor the budget and risk side. I am not a licensed engineer; my value to this board is the management, oversight, and finance lens its establishing ordinance asks the Council to seek.

What are your goals in serving on this Board/Commission/Committee?

To help the city get full value from every infrastructure dollar. Concretely: hold the annual capital and maintenance prioritization to a clear scope-cost-risk standard; make sure routine maintenance is not deferred into far larger future bills; check that funded projects deliver what was promised, on the schedule and budget set; and help explain to residents, plainly, why maintaining the city's assets matters. I would bring rigor and follow-through, and decisions made in the city's interest — not a personal agenda.

Second Choice

SECOND choice for Board/Commission/Committee appointment:

CDBG Committee

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position

This committee's work is grant administration — reviewing funding applications, analyzing performance, and ensuring federal compliance — and I have done closely related work inside city government. As a Harvard Business School Service Leadership Fellow in the Office of the Mayor of Sacramento, I co-founded the Mayor's Office of Innovation and created the policy for an \$8 million city fund that made grants to educators and equity investments in startups. I know what a credible funding proposal looks like, how to judge one on merit, and how to hold recipients to measurable results. Through volunteering on Habitat for Humanity home builds, I have also seen up close the kind of community work these federal dollars support. My Harvard M.B.A. and experience running businesses keep me fluent in budgets and outcomes, and as a combat veteran I bring a perspective the committee's own appointment criteria specifically call for.

What are your goals in serving on this Board/Commission/Committee?

To make sure Burbank's limited federal dollars go to the highest-impact uses, and that the organizations receiving them are held to measurable results. I would focus on rigor in the review — clear criteria, honest performance assessment, and careful stewardship of public money.

Supplemental Questions (Infrastructure Oversight Board Only)

Question applies to Infrastructure Oversight Board

Please list your experience, knowledge and/or expertise with City infrastructure and affiliated processes and procedures for projects (both major and routine/regular) and maintenance.

My experience is not with Burbank infrastructure specifically, but it is closely related. I have worked inside city government — as a Harvard Business School fellow in the Office of the Mayor of Sacramento, where I co-founded an innovation office and shaped the policy for an \$8 million city fund — so I understand how a city plans, funds, and prioritizes. As a U.S. Army logistics officer and Captain, I led a 30-person team sustaining a 5,000-person brigade across 22 bases, directing maintenance operations for 1,000 vehicles, 22 fuel points, and supporting facilities. I have run HVAC, plumbing, and electrical field-services operations — direct, daily exposure to the building systems and maintenance cycles that make up much of a city's programmatic capital. And as the operator of a manufacturing business, I own the full cycle this board reviews: major capital projects; routine and programmatic capital — the recurring maintenance and replacement that keeps a facility running; and the annual call on how to prioritize limited funds, then checking the next year what was accomplished against what was planned. The scale and the public-funding rules differ; the discipline — scope, schedule, cost, risk, and honest after-the-fact review — does not.

Question applies to Infrastructure Oversight Board

Please list your expertise and knowledge as it pertains to City infrastructure in any of the following areas (indicate which of the following apply and further explain each item below):

- Civil Engineering
- Architecture
- Project Management
- Urban Planning
- Traffic Engineering (including parking)
- Structures/Buildings
- Construction Management
- Budget/Financing
- Other related and pertinent experience

(Please type your response in the comment box below)

Question applies to Infrastructure Oversight Board

Project Management: Built repeatable launch and acquisition-integration playbooks across multi-site operations; planned and led logistics operations as a U.S. Army officer; manage production and installation projects end to end as a manufacturing operator. Structures / Buildings: Ran HVAC, plumbing, and electrical field-services operations — core building systems; operate a manufacturer that fabricates and installs structures attached to buildings; volunteer on Habitat for Humanity home builds. Construction Management: Stood up a manufacturing facility end to end (capital equipment, vendor onboarding); run a fabrication and installation operation; volunteer on Habitat for Humanity home-construction builds. Budget / Financing: Harvard M.B.A.; owned regional operations supporting \$330M in revenue and a \$10M+ branch P&L; capital budgeting for a manufacturing facility; shaped the policy for an \$8M municipal innovation fund for the City of Sacramento. Other related / pertinent experience: U.S. Army Captain and logistics officer — sustained a 5,000- person brigade across 22 bases; Harvard Business School fellow in the Office of the Mayor of Sacramento. A numbers-first approach to scope, cost, and risk.

Acknowledgment

Please Read

1. All information submitted is a public record and will be posted on the City's website.
2. All Board, Commission, and Committee members serve without compensation from the City.
3. No person shall serve at the same time on more than one Board, Commission or Committee.
4. Applicants must be residents of the City of Burbank.
5. Any person appointed to fill a vacancy shall hold office for the remainder of the unexpired term and must complete the term before applying to serve on another board, commission, or committee.
6. Any person appointed to a Board, Commission, or Committee shall remain in compliance with the City's **Attendance Policy**:
 - o In the event a member of a board, commission, or committee is absent for three (3) regularly scheduled meetings of the board, commission, or committee to which they have been appointed during the 12-month period, the attendance record of such member shall be reviewed by the board, commission, or committee to which the member was appointed. Should the Council excuse the member's three absences, and the member misses a fourth meeting, the City Clerk may proceed with the member's automatic removal by City staff. (See BMC Section 2-1-403, 2-1-405, 2-1-406, 2-1-407)

I acknowledge that I have read the above, and by selecting 'Agree' I confirm that I have reviewed and understood the information above.

I Agree

JAMES A. CORREA

Burbank, California · [REDACTED] · [REDACTED] · [REDACTED]

Operations Executive · U.S. Army Captain · Harvard MBA

SUMMARY

Operations executive and U.S. Army veteran with nearly two decades of leadership across military service, city government, and multi-site operations. Served as a logistics officer and Army Captain across two combat tours; awarded two Bronze Star Medals. As a Harvard Business School fellow in the Office of the Mayor of Sacramento, co-founded the Mayor's Office of Innovation and shaped the policy for an \$8M city innovation fund. Has since owned regional P&Ls and centralized operations for HVAC, plumbing, and electrical field-services businesses, a wildfire-protection manufacturer, and venture-backed marketplaces — work spanning capital planning, facilities, procurement, and field operations. Harvard MBA. Burbank resident.

EXPERIENCE

Superior Awning

Greater Los Angeles, CA

Operator (*acquisition in progress*)

2026 – Present

- Lead day-to-day operations of a Southern California custom awning and shade-structure manufacturer while directing its acquisition alongside SIG Partners.

FireFoil

Los Angeles, CA

Wildfire structure-protection manufacturer supplying the U.S. Forest Service, BLM, and National Park Service.

Chief Operating Officer

2025

- Stood up a new manufacturing, fulfillment, and commercial operation end to end — facility, ERP, capital equipment, production hiring, and vendor onboarding — for a multi-channel launch in a regulated category.

Apex Service Partners

Los Angeles, CA

The largest residential HVAC, plumbing, and electrical services business in the U.S.; Alpine Investors-backed.

Vice President, Operations Support — Pacific Region

2024 – 2025

- Owned centralized operations and shared services — M&A integration, procurement, inventory, licensing, financing, real estate, fleet, and IT — across 19 brands in 7 markets, supporting \$330M in revenue and 1,500+ field operators.
- Built the acquisition-integration and operator-onboarding playbook adopted as the regional standard, training 300+ employees across 10 acquired companies and supporting \$100M+ of growth.

Head of Marketing — California & Hawaii

2024

- Rebuilt operator confidence in centralized marketing during a leadership transition, raising branch satisfaction with the function from 4.2 to 8.5 (of 10) in four months.

Market Area President — Los Angeles

2023 – 2024

- Owned a \$10M+ branch P&L and 30+ employees across five Southern California counties in residential HVAC and plumbing field operations, improving EBITDA by roughly 300 basis points quarter over quarter.

Angi

Los Angeles, CA

National home-services marketplace; \$100M managed-projects business unit.

Senior Director, Strategy & Operations — Managed Projects

2022 – 2023

- Built and ran post-sale operations — project management, customer service, claims, payments, and compliance — for a 45-person team managing roughly 3,000 projects (\$30M) in flight at any time.
- Cut cost of sales from 6.7% to 3.2% of revenue through tighter sales-operations controls and disciplined payment workflows.

Metropolis

Los Angeles, CA

Computer-vision-powered parking technology and marketplace.

Head of Operations

2020 – 2021

- Joined pre-Series A and led more than half the company (70+ employees) through a \$41M Series A close, reporting to the CEO and owning operations, customer service, account management, and launch.
- Built the launch operating model — technical operations team, vendor ecosystems, and a repeatable site-launch playbook — shipping 50+ new sites and growing the platform footprint 300%.

Regional General Manager

2019 – 2020

- Pioneered first-of-kind product launches and led expansion into adjacent verticals, building the model for standing up net-new business units.

Getaround

Los Angeles, CA

National peer-to-peer and B2B carshare marketplace.

Regional General Manager — West Coast

2017 – 2019

- Launched the Los Angeles market as the first employee on the ground — hiring and training a 20+ person team — and within a year was promoted to run all West Coast markets.
- Negotiated and executed a major carshare parking partnership with LA Metro.

City of Sacramento — Office of Mayor Kevin Johnson

Sacramento, CA

Direct report to the Mayor on workforce, economic development, and the regional innovation ecosystem.

Harvard Business School Service Leadership Fellow

2015 – 2016

- Co-founded and piloted the Mayor's Office of Innovation, building partnerships for the local entrepreneurial ecosystem and driving City Hall projects that improved services and reduced costs.
- Created the policy for an \$8M Innovation & Growth Fund, providing grants to educators and equity investments in startups and strategic organizations.

United States Army

Germany · Iraq · Afghanistan

Captain, Logistics Officer

2007 – 2012

- Led a 30-person team sustaining a 5,000-person combat brigade across 22 bases — directing maintenance for 1,000 vehicles, 22 fuel points holding 3M+ gallons, food service for 12,000 people a day, and an aerial-delivery operation supplying 1,500 personnel across nine bases.
- As a platoon leader, ran transportation logistics across Northern Iraq and Germany; the unit was named Unit of the Year by the National Defense Transportation Association and cited by the U.S. Army for the best maintenance record and a perfect safety record on a combat deployment.
- Awarded the Bronze Star Medal twice. Earlier service: U.S. Army Reserve, 2004 – 2007.

COMMUNITY & CIVIC INVOLVEMENT

- Habitat for Humanity (Los Angeles, San Gabriel Valley & Ventura County) — home-construction volunteer.
- Veterans of Foreign Wars (VFW), Post 8310, Burbank — member.
- George Washington University Alumni Association — former member, Board of Directors.

EDUCATION

Harvard Business School — Master of Business Administration (M.B.A.)

2015

The George Washington University — B.A., International Affairs, cum laude

2007

HONORS, CERTIFICATIONS & LANGUAGES

- Bronze Star Medal (×2) — United States Army.
- Distinguished Honor Graduate — U.S. Army Transportation Basic Officer's Course.
- Six Sigma Green Belt — USC Viterbi School of Engineering.
- Spanish — professional working proficiency.

Application Form

Profile

Michelle

First Name

L

Middle
Initial

Murphy

Last Name

[REDACTED]

Email Address

[REDACTED]

Home Address

[REDACTED]

Suite or Apt

Burbank

City

CA

State

91506

Postal Code

[REDACTED]

Primary Phone

[REDACTED]

Alternate Phone

Bloomingdales

Employer

Sales Associate

Job Title

Retail Sales

Occupation

Which Boards would you like to apply for?

Community Development Block Grant Committee: Submitted

Landlord-Tenant Commission: Submitted

Length of time as a Burbank Resident:

29 years

Burbank Registered Voter? Yes No

Interests & Experiences

Please tell us about yourself and why you want to serve.

Why are you interested in serving on a board, commission or committee?

I'm interested in serving on the Community Development Block Grant Committee because I care deeply about housing stability, community growth, and strengthening access to city resources in practical, effective ways. I'm especially interested in exploring new ideas collaboratively, including how technology and community engagement can work together to improve awareness, access, and impact. I also value learning from what has not worked in the past so that future efforts can be more effective and responsive to real community needs. I bring a unique perspective shaped by lived experience with housing instability, which allows me to understand these challenges in a grounded and practical way. It would be an honor to serve in the city I care about deeply and raised my son in, and to contribute while also learning how community funding decisions and local development projects are made.

Michelle L Murphy

Education

GED Santa Monica Community College 1994

Additional Pertinent Courses or Training

RISE graduate 2026

Other Pertinent Skills, Experience or Interests

I have strong listening skills, enjoy working collaboratively, and passionate in learning how public funding and community programs operate so I can be more prepared for my plans on developing a resource to help adults in need of basic housing and food and career training, that can help make our community and all that live here thrive. I want to be a part of the solutions to help each other, from all backgrounds.

[Upload a Resume](#)

Community Involvement

Specify current or prior service on a City Board, Commission or Committee, listing specific the specific Board, Commission, or Committee and dates of prior service.:

N/A

List Community activities in which you are involved:

RISE PROGRAM GRADUATE 2026

If you are related to any City of Burbank employee(s), please state their name(s), relationship(s), and department(s). If you are not related to a City of Burbank employee, please put N/A.

N/A

Conflict of Interest

Conflict of Interest:

Rules of law and ethics prohibit members from participating in and voting on matters in which they may have a direct or indirect conflict of interest including a financial interest. Are you aware of any potential conflicts of interest which may develop from your occupation or financial holdings in relation to your responsibilities as a member of the Board, Commission or Committee to which you seek appointment?

Yes No

If you answer yes, explain in detail any potential conflicts in the same manner as required by the Fair Political Practices Commission's Statement of Economic Interests (Form 700). (If you should have any questions about this matter or need further information as it relates to your situation, please advise the City Clerk prior to submitting your application.)

AB 1234 Training

Some Boards, Commissions, and Committees may receive City reimbursement for attending trainings or conferences. Therefore, under State Law, all members of the Board of Library Trustees, Burbank Water and Power Board, Infrastructure Oversight Board, Planning Commission, and Police Commission must receive at least two hours of ethics training, as prescribed by the Fair Political Practices Commission, within one year of appointment and once every two years thereafter.

First Choice

FIRST choice for Board/Commission/Committee appointment:

Community Development Block Grant Committee

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.

I have strong listening and communication skills. I am interested in housing, community development, and learning how public programs and funding decisions impact local residents. I am thoughtful, collaborative, and motivated to contribute to solutions that support real community needs.

What are your goals in serving on this Board/Commission/Committee?

My goal in serving on the Burbank Community Development Block Grant Committee is to learn how the process works and be familiar with all the details that it entails. Plus i really enjoy connecting with my community. I also have a long-term dream of staying a non profit that would provide an opportunity to rebuild one's life during a time of transition. It would provide more options and especially in the most over looked members of our community.

Second Choice

SECOND choice for Board/Commission/Committee appointment:

Burbank Tenants and Landlords Committee would be second choice. I have always been able to understand both perspectives and how decisions are made that affect housing stability and are beneficial for the owner as well. I care about fair, balanced solutions and I want to contribute in a way that supports respectful communication and practical outcomes for both tenants and landlords in the community.

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position

What are your goals in serving on this Board/Commission/Committee?

Although I've been a renter my entire life, I see myself as owning property some day. Therefore, I can see both sides fairly and would like to be a part of learning and discussing concerns and share ideas that we can perhaps get implemented to help both Tennant and Landlord (or owners) by using new technology that might be a helpful more practical solution. There's always a fair solution but coming together, respectfully to hear both sides, is essential to community growth.

Supplemental Questions (Infrastructure Oversight Board Only)

Acknowledgment

Please Read

1. All information submitted is a public record and will be posted on the City's website.
2. All Board, Commission, and Committee members serve without compensation from the City.
3. No person shall serve at the same time on more than one Board, Commission or Committee.
4. Applicants must be residents of the City of Burbank.
5. Any person appointed to fill a vacancy shall hold office for the remainder of the unexpired term and must complete the term before applying to serve on another board, commission, or committee.
6. Any person appointed to a Board, Commission, or Committee shall remain in compliance with the City's **Attendance Policy**:
 - In the event a member of a board, commission, or committee is absent for three (3) regularly scheduled meetings of the board, commission, or committee to which they have been appointed during the 12-month period, the attendance record of such member shall be reviewed by the board, commission, or committee to which the member was appointed. Should the Council excuse the member's three absences, and the member misses a fourth meeting, the City Clerk may proceed with the member's automatic removal by City staff. (See BMC Section 2-1-403, 2-1-405, 2-1-406, 2-1-407)

I acknowledge that I have read the above, and by selecting 'Agree' I confirm that I have reviewed and understood the information above.

I Agree

MICHELLE MURPHY

FRONT DESK PROFESSIONAL

Burbank, CA

CAREER OBJECTIVE

Seeking a receptionist or hostess role where I can apply my customer service and communication skills to ensure an outstanding guest experience and uphold the values of your establishment. Friendly and service-minded individual with a talent for creating genuine connections and positive first impressions.

EXPERIENCE

Receptionist/Sales Associate

2023 - Present

Managed DVD and merchandise sales while coordinating promotions and marketing efforts for **Red Match Productions**.

Background Actor/Stand-In

2014 - 2023

Background actor for film and television productions through **Central Casting**; took on-set direction from directors and crew.

Hostess

2011 - 2014

Handled reservations, guest seating, concert ticket will-call, and special event bookings at the **House of Blues** in West Hollywood.

Receptionist

2007 - 2011

Greeted high-profile clients, managed confidential information, maintained supply inventory, booked conferences, scheduled maintenance, and conducted building tours at **Kenquest Executive Suites** in Beverly Hills.

SKILLS & CERTIFICATIONS

- **CPR and First Aid** - Hands to Heart Assoc.
- **Community Engagement & Outreach Training** - HUGS
- **Certificate of Completion** - Nevada Real Estate Prelicensing Course (Century 21 Americana)
- **Customer Service Excellence Certificate** - Target