

2025 Employee of the Year Nominations

Leana Mkrtchyan

Leana began working for the City of Burbank in December 2001 as a Management Intern. She advanced in her career through the Analyst series, all within the Budget Division of the Financial Services Department to her current position of Assistant Financial Services Director. She received her Bachelor's degree from California State University, Northridge (CSUN) and her Master's degree in Public Administration from Woodbury University. She was part of the Leadership Burbank program in 2005 and continues to participate and support their efforts. She is a board member of the Burbank Armenian Association, whose mission is to preserve and promote the Armenian culture in the Burbank region. As a proud Burbank resident, she is motivated to improve this community for everyone both in her professional and personal life.

Leana consistently strives for process improvements and operational efficiencies which not only benefit the department but the organization as well. She managed successful implementations of the citywide Hyperion Budget software and more recently the cloud-based Enterprise Performance Management (EPM), streamlining budget preparation for all departments. Through each challenging implementation, Leana made significant improvements to the City's budget process behind the scenes, while continuing to keep the public facing budget process on schedule and produce an accurate, high-quality budget document. This has helped build a level of trust between the City's elected officials and Finance Department not often seen in other agencies. Thanks to Leana's efforts, the City of Burbank has continued its streak of receiving the Distinguished Budget Presentation award from Government Finance Officers Association (GFOA) for 32 consecutive years and most recently received a special recognition for the budget process, which is awarded when receiving the highest possible score by all reviewers.

Leana was also instrumental in spearheading the City's first Popular Annual Financial Report (PAFR), which received the Certificate of Achievement Award from (GFOA) in its first year. The PAFR is a simplified, easy-to-understand summary of a government's financial activities, intended for the general public and accessible to citizens who may not have a background in government finance. Among Leana's other notable contributions are the development of the Grants Tracking Matrix and the Fee Schedule Workbook, vital tools that continue to be used citywide.

Leana is a proactive leader who fosters a culture of excellence by encouraging her team and guiding them in time management and goal setting. Her collaborative approach, often involving one-on-one calendar reviews and clear prioritization, empowers staff to grow and perform at their best. She also implemented task-tracking worksheets that streamlined internal workflows and introduced innovative tools to enhance time management and productivity. Leana has been effective with advancing

succession planning efforts, ensuring long-term stability within the department. She spearheaded the restructuring of the Accounting Division and overcame staff shortages by initiating the hiring of college student volunteers, identifying qualified accountants at the beginning of their careers and providing the department with a roadmap to address projected employee turnover and future growth.

Leana is known for her supportive and inclusive management style. During times of uncertainty and challenge, she has remained a steady, uplifting presence, providing consistent leadership and boosting staff morale. She recognizes individual team members' strengths and cultivates their professional development. Her clear, motivating communication style inspires high performance and teamwork, creating a positive and productive work environment where staff consistently exceed expectations.

Leana fosters strong, collaborative relationships with other departments. She is always working to help departments identify solutions to their financial issues and dedicates time to provide individual training to those new to the budget process. In addition to her technical and managerial strengths, Leana is a skilled writer and an accomplished translator. As a multilingual professional with English as her second language, she brings a unique perspective and strong communication abilities that enhance collaboration across diverse teams.

It speaks volumes about Leana's dedication to her team that her direct reports took the initiative to nominate her for this award. Leana's innovation, leadership, and commitment to excellence make her an exceptional candidate for Employee of the Year.