

# MARK ACKERMANN

## MANAGEMENT ANALYST

### CONTACT



### SKILLS

Policy Analysis

Data Visualization & Interpretation

Monitoring & Evaluation

Performance Management

### EDUCATION

#### Master of Public Administration

#### Middlebury Institute of International Studies at Monterey

2022-2023

Coursework in Organizational Development & Leadership, Budget & Finance, & Policy & Data Analytics.

#### Master of Arts in Global Security Bachelor of Arts in Political Science

#### Arizona State University

2018-2020

Graduate coursework in Cybersecurity Planning & Strategy, US Politics of Security, & Global Trends.

Undergraduate coursework in Comparative Politics, Public Policy Development, & Political Inquiry.

### LANGUAGES

English

Russian

### PROFILE

Passionate, results-driven leader and detail-oriented analyst with over 11 years of honorable service in the United States Air Force. Award-winning supervisor and instructor with expertise in data visualization and interpretation. Agile and resourceful program manager who thrives in fast-paced environments with multiple ongoing projects. Determined achiever dedicated to seeing tasks through from inception to successful completion. Enthusiastic learner consistently searching for new practices and perspectives. Seeking opportunities to bring experience, talent, and energy to a city team that is dedicated to providing all community members with the highest quality of life possible.

### WORK EXPERIENCE

#### City Manager's Office Intern

City of Monterey

November 2022 - August 2023  
Monterey, CA

- Worked alongside Director of Community Development Dept. on rental registry
  - Scheduled & conducted fact-finding meetings with staff from 3 cities
  - Constructed rent stabilization ordinance database of 10+ California cities
  - Planned town hall to include location layout and hybrid presentation format
  - Led online (Zoom) portion of town hall for 80+ attendees in Q&A style
  - Crafted thorough comparison of rental policies from 5 comparator cities
- Produced detailed SWOT analysis report for members of management team
  - Distilled 90 pages of survey responses into 16-page report with graphics
  - Briefed key aspects of report in-person to 40+ member management team
- Redesigned and completed City's first Diversity, Equity, & Inclusion (DEI) report
  - Trimmed and organized 50+ page draft report into a streamlined 30 pages
  - Reworked complicated framework into a clearer format for City leadership
- Composed & published request for proposal (RFP) for compensation study
  - Led evaluation team in review process & made recommendation to HR
- Researched best practices & analyzed expired hybrid-remote work policy
  - Suggested updates & drafted new policy for management team approval
- Created & routed modified contract for upcoming retail cannabis initiative
- Revamped performance evaluation format & provided policy recommendations

#### Language Instructor/Academic Advisor

United States Air Force

August 2019 - August 2023  
Monterey, CA

- Managed department of 121 civilian and military personnel
  - Provided guidance & mentorship for 31 foreign national civilian instructors
  - Resolved conflict among individuals from different cultures & backgrounds
  - Harnessed empathy & created a psychologically safe workspace for all
  - Instructed & counseled more than 90 military language students
- Established monitoring & evaluation standards for 438-member program
  - Identified key metrics for academic progress & performance management
  - Uncovered previously unknown bank of 7 years' language testing data
  - Created first-ever display & analysis of previously untracked critical data
  - Briefed organization leadership quarterly & initiated data-backed decisions
  - Highlighted academic deficiencies that jumpstarted 3 additional programs
- Designed "Smart Start" academic program & curriculum for incoming students
  - Formulated 10 hours of Russian language curriculum to enhance learning
  - Oversaw 4-member team of staff developing Spanish & Arabic programs
- Founding Member of local Air Force Diversity, Equity, & Inclusion Council
  - Crafted anonymous DEI-related surveys for military students
  - Instituted safer mechanisms for harassment & discrimination reporting

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### EXPERTISE

- **Skilled at briefing** highly technical concepts in easy-to-understand ways.
- **Technical know-how** in Microsoft Office, Adobe Acrobat, Zoom, Visme, Final Cut Pro, R, Power Bi, Canva, Logic Pro.
- **In-depth research and comparative analysis** skills pertaining to public policy and initiatives.
- **Organization & effective time management** that leads to tasks being accomplished on time & goals routinely being exceeded.
- **Authentic leadership rooted in empathy** with a proven track record of bringing teams to the top.
- **Talented at presenting data** in compelling ways in multiple media formats.
- **History of providing effective, intelligent counsel** to decision makers

### REFERENCES

#### Nat Rojanasathira



831-760-1234



rojanasathira@monterey.org

#### Brianna Graham



209-559-6015



brianna.graham.1@us.af.mil

### WORK EXPERIENCE

#### Mission Supervisor & Instructor

United States Air Force

April 2014 - August 2019  
Tucson, AZ

- Developed foreign military familiarity training program
  - Researched & validated 240 hours of training materials
  - Appointed to lead 4-member team despite being lowest-ranking member
  - Elevated to head failing project; reorganized roles, objectives; met deadline
- Supervised crew aboard 43 combat missions in high-pressure environment
  - Accurately processed and disseminated time-critical information in-flight
  - Delivered real-time threat warning to aircraft pilots under enemy fire
  - Facilitated prison raid leading to freeing of over 500 prisoners of Taliban
  - Awarded 2 Air Medals, NATO Medal, & Mission Crew Supervisor of the Year
- Instructed operators in fast-paced, task-saturated situations aboard aircraft
  - Received coveted instructor title after 40-hour training
  - Certified 8 airborne operator students for flight

#### Airman in Training

United States Air Force

June 2012 - April 2014  
San Antonio, TX & Monterey, CA

- Graduated Air Force Basic Military Training with honors
  - Chosen to lead flight of 60 fellow trainees across 8 weeks of basic training
  - Bestowed with title of Zone Leader for 200 airmen during mock deployment
  - Awarded Honor Graduate Ribbon as top-10% performer
- Completed Russian Basic Course at Defense Language Institute
  - Attained Associate of Arts degree in Russian Studies
  - Entrusted with management of medical records for 1500 personnel
  - Selected for next rank 6 months early due to exemplary performance

#### Additional Education & Certifications

- ICMA Local Government 101 (In Progress)
- DOD Sexual Assault Prevention & Response Volunteer Victim Advocate
- University of Illinois Instructional Design Graduate Certificate
- University of Arizona Teaching English as a Second Order Language Certificate
- Non-Commissioned Officer Academy
- Airman Leadership School

#### Fellowships & Achievements

- Presidential Management Fellowship Finalist
- ICMA Veterans Local Government Management Fellow
- Distinguished recipient of Air Medal with oak leaf cluster for airborne combat
- Awarded Air Force Commendation Medal for meritorious service
- Awarded Mission Crew Supervisor of the Year
- Awarded Non-Commissioned Officer of the Month for leadership in combat
- Awarded Academic Training Advisor of the Quarter