

DICRAN (RICK) KEUROGLIAN, III

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I am excited to submit my resume for the City Manager position for the City of Palm Coast, FL, as advertised on ICMA.com. With over 15 years of progressive experience in municipal management, including my former role as Town Administrator for Georgetown, Colorado, **I am confident in my ability to bring servant leadership, customer service focus, organizational unity, and strategic vision to the City of Palm Coast.** My track record in managing complex operations, spearheading community development, and enhancing quality of life aligns seamlessly with the goals and needs of the City of Palm Coast.

My wife and I have spent many summers in Florida's beaches. In fact, over the years, we have spent the entire Summer in Pensacola Beach, Daytona Beach, Dustin Beach, and St George Island. We are beach people! I am particularly impressed with the City of Palm Coast being known for its pristine beaches, amazing outdoor activities, Palm Coast Tennis Center, spectacular morning sunrises, fishing & boating, and for fostering a high quality of life for its residents.

In my former role as Town Administrator for Georgetown, CO, a vibrant mountain resort town that is close in proximity to 15 ski resorts, I was able to hone my skills in overseeing multi-departmental operations, managing significant budgets, implementing the council's vision and priorities, fostering strong relationships with the community, and balancing community needs and destination tourism. Leading a team of ten Department Directors, I have successfully managed a \$15 million operating budget, developed a 5-year Capital Improvement Plan, and implemented key initiatives that have significantly benefited the town. I have also spearheaded emergency actions plans for the Town, the installation of 50 units of affordable housing and secured \$2 million in funding for critical infrastructure improvements, including a traffic circle and bike path, enhancing safety and accessibility for our residents and tourists.

Previously, as Assistant City Administrator/Community Development Director in Brush, Colorado, I played a pivotal role in providing assistance and support to the City Manager. This included policies and procedures, special projects, budget preparations, overseeing interdepartmental relations, housing developments and economic growth. I successfully attracted six new developers, resulting in over 400 affordable housing units and numerous new businesses, which revitalized the downtown area and addressed long-term water supply concerns. My ability to recruit and collaborate with developers and businesses demonstrates my commitment to fostering sustainable community growth and development.

Moreover, my experience as the Executive Director/Founder of City Hope Alliance in Augusta, GA, has equipped me with a deep understanding of community engagement, strategic planning, and nonprofit management. Leading a nonprofit focused on urban revitalization and community development, I organized and executed large-scale projects, secured significant fundraising, and built successful partnerships with local leaders and organizations. This background has provided me with a unique perspective on integrating community needs with practical solutions, a critical asset for the role of City Manager.

I am eager to bring my skills in community development, economic development, affordable housing, strategic planning, tourism development, historic preservation, general governance responsibilities, budget management, and community engagement to your team. My ability to balance operational efficiency with community- & economic development initiatives aligns perfectly with the objectives of the City of Palm Coast.

Thank you for considering my application. I look forward to the opportunity to discuss how my background, skills, and experiences align with the needs of the City of Palm Coast. I am excited about the possibility of contributing to the City's growth and success.

Sincerely,

Dicran (Rick) Keuroglan III

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SEEKING A CITY MANAGER POSITION FOR THE CITY OF PALM COAST, FL

KEY SKILLS

4.5 years City Administration Experience | 10 years nonprofit Executive Director Experience
2 Masters Degrees (MPA & MATS) | Servant Leader | Strategic Planner | Effective Communicator
Visionary | Solutions Focused | Results Driven

City Manager with 15 years of diverse municipal experience of servant leadership, effective communication, strategic planner, and visionary that consistently finds solutions that end in results

PROFESSIONAL EXPERIENCE

Town Administrator

April 2022 to Nov 2024

Town of Georgetown, Colorado (Oversee 10 Department Directors)

Georgetown is a mountain resort town that sees over 1.3 million tourists per year due to its close proximity to 15 ski resorts, fly-fishing, hiking, Big Horn Sheep, Georgetown train, Christmas Market, and Mt Bierstadt.

Description:

Responsible for the day to day operations of the Town; Manage and empower 9 Department Directors that include, Town Treasurer, Town Clerk, Assistant Town Administrator, Events & Marketing Manager, Police Department, Roads & Bridge, Public Works, Special Projects, and Parks & Recreation; Lead weekly Director meetings to talk through operations, projects, upcoming events, challenges, strategic planning, and staff development; Responsible for the preparation and management of a \$15M operating budget; Preparing a 5-year infrastructure Capital Improvement Plan; Oversee the policy development, staffing, and finances for the Town; Serve as a conduit between the city personnel and the Town Council; Monitor the needs of the Town; Direct the coordination of natural disaster preparedness and emergency response; Meet the citizens directly to discuss and address common concerns; Attend and participate in Stakeholder meetings; Set goals and participate in strategic planning of the Town; Treat tourism as a destination and capture the tourists that come as opposed to marketing for more; Create events that complements history, amenities, and infrastructure; Coordinate the Town's economic development efforts.

Accomplishments:

- Responsible for getting 50 units of affordable housing installed and another 60 units to come next summer to allow housing options for our working class to live in Town.
- Accomplished a salary study for staff retention and recruitment that lead to increasing the staff wages to the competitive average boosting salary wages up to 30% and boosting staff morale.
- Awarded \$2M from CDOT and DOLA to install a traffic circle, lighted sidewalk, and bike path to create safe multimodal infrastructure to allow the public to get from the lake to the downtown.
- Accomplished a 2% Lodging Tax ballot initiative that brought in \$250K for business promotions.
- Reorganized the Administration Department and hired an Assistant Town Administrator, Marketing and Events Manager, and Police Chief.
- Orchestrated fixing major road and drainage issues by getting the necessary equipment to allow our crews to fix pothole problem areas, install concrete pans, and resurfaced two main thoroughfares.
- Collaborated with Xcel Energy to get the necessary Watershed Protection Permits to allow the decommissioning process to take place with the Forebay Dam and protect Georgetown's watershed from being polluted.
- Finished the Lake Trail so that the public does not have to walk in the road.
- Worked with staff to develop an emergency operations plan for the community.
- **Memberships:** ICMA, CCCMA & CML Member | **Boards:** I-70 Coalition, Regional Opioid Council, & Rotary.

Assistant City Administrator/Community Development Director Mar 2020 to Apr 2022
City of Brush, Colorado (Oversaw 10 Department Directs, 52 Staff)

Brush is a rural community of 6000 residents that prides its self with strong families, farming, ranching, sports facilities, and amazing schools.

Responsible for accomplishing the objectives of the City Administrator, Mayor and City Council. Assisted the City Administrator in all policies, procedures, projects, plans, reports, & Ordinances. Stood in the place of the City Administrator when not present (City Administrator came in 2-3 days a week because of preparations for retirement). Assisted Finance Director with preparation and management of a \$26.4M operating budget. Worked with Administrator to prepare and present the annual budget to the Council. Prepared, administered, and monitored various department budgets (Econ Dev, Marketing, Building, Com Dev) and federal and State Funds (DOLA grants and REDI grants...awarded over \$400,000). Managed all Department Director Staff meetings. Served as Community Development Director, Building Official and City Planner. Supervised the Special Projects Manager, Building Inspector, and 2 Building Technicians. Managed all Land-Use applications, subdivision reviews, zoning petitions, & Special Use Permits. Prepared staff reports to City Council, Planning Board, and Board of Adjustment. Served as Economic Dev. Director, coordinated monthly stakeholder meetings, developed marketing strategies, networked with developers and investors. Interacted regularly with the public through meetings, social media, and social events.

Accomplishments:

- Hired as the Assistant City Administrator to be part of the succession plan and allow the City Administrator to start the retirement process. Lead all operations and mentored Department Directors.
- Convinced 6 developers to bring affordable housing developments, which had not happened in 30 years! The Westwood Village – brought 204 single-family residential housing and 84 apartments. The Northpointe Development – created 45 multi-family affordable units. The Central School Renovation – converted the abandoned High School building into 40 multi-family affordable units. The Harrison – created a PUD development that included a mixed-use development, single-family, multi-family, townhomes, and a commercial area. Housing HO2 LLC – created 100 units of workforce housing. J’S Construction – created 6 Single-Family homes.
- Convinced developers to address long-term water supply concerns by adding appropriate water shares to meet demands, add water main lines, & upgrade the water treatment facility filtration system.
- Recruited 10 new businesses to the Downtown: Slavinka’s International Bakery, Victor’s Sushi, the Brush Art Center, La Bamba Event Center, Trout Meat Processing Plant, Dollar General, Medieval World Board Game Store, Steiner Consignment, Tall Grass RV & Resort, & NEXTAIR ENERGY Solar Farm (500 MEGAWATTS).
- Created a Building Department and Hired a Building Inspector, Permit Technician, & Special Proj. Manager.
- **Memberships:** ICMA, CCCMA, APA, EDCC, & CML Member | **Boards:** Chamber of Com Board., Econ. Dev. Board, Chairman of the Tourism Board, Rotary Club, & Vice Pres. of the Lion’s Club.

Executive Director/ Founder

February 2010 to March 2020

City Hope Alliance 501c3 - Augusta GA

CHA is a community development nonprofit committed to collaborate, empower, and resource the Augusta Richmond County Administrator, Department Heads, and City Leaders to bring solutions to City Challenges.

- Was an **Advisor/Consultant** to the City Administrator, Department Heads, & City Leaders through coaching, training, strategic planning, implementing priorities, fundraising, & acquiring grants.
- Trainings consisted of how to revitalize & redevelop distressed urban neighborhoods, implement community development strategies, prioritize strategic projects, & reorganize departments.
- Department Heads that I consulted with: Environ. Services, Parks & Rec., Code Enforcement, Augusta Film Office, Marshal’s Office, Sheriff’s Office, Planning & Zoning, & Accountability Court.
- Collaborated w/ the City Administrator to address blight, drug-dealing, & neighborhood assessments.
- Responsible for achieving core mission, fundraising, communications, marketing, volunteer services, operational management and project management of the Board of Directors.
- Hired, trained, developed, supervised, & evaluated organizational staff & interns.
- Prepared reports, videos, & presentations to board members, city leaders, and the public.

- Organized, planned, recruited & oversaw large citywide projects with Augusta Department Heads.
- Oversaw fundraising (\$20k for Demolition, \$30k for Parks and Rec, \$30k for CityServe).
- Founded the **Demolition Project**, to remove blighted homes through private/public partnerships, i.e.: landlords, Land Bank, Code Enforcement, Environ Services & Demolition & Abatement Companies.
- Founded the **Restoration Project**, a partnership with Augusta Accountability Court & Probation Departments to oversee 400 community service projects.
- Founded **CityServe Augusta**, citywide community service partnerships w/ 20+ Churches, 10 nonprofits & City Leaders, to collaborate in 43 projects w/ 4000 volunteers.
- Founded **Vision Pathways**, a homeownership program to help low income young families become homeowners.
- Taught community leadership trainings for volunteer engagement.
- Built and cultivated strong relationships with community stakeholders and frequently collaborated with them to better understand needs in the community & partnered to accomplish major projects.
- Mobilized 1000's of volunteers to demo abandoned homes, clear overgrown lots, beautify schools.
- Served 4 yrs. on the Downtown Dev. Authority & on the Planning & Zoning Commission.
- Seminar speaker, retreat speaker, & conference speaker: Taught how to revitalize urban neighborhoods, implement community development strategies, & organize service projects.
- Organized a weekly community development networking & training opportunity that brought in guest speakers to highlight practical Comm. Dev. principles & applications.
- Planned **Banquets, Golf Tournaments, & 10K Runs**, fundraised for operational and program expenses.

FIRST PRESBYTERIAN CHURCH - AUGUSTA, GA

Apr 2008 to Apr 2012

FPC is a 2000 member Church in the heart of the urban downtown of Augusta. Hired to do a bi-vocational role to bring transformation in people and places through Christian Urban Redevelopment.

Community Development DIRECTOR

- Trained members in vocational stewardship to focus on calling, professional development, networking, & integrating faith, service, and excellence.
- Taught seminars to members: Evangelism Training, Neighborhood Outreach, Starting a Neighborhood Bible Study, Revitalizing urban neighborhoods, implement community development strategies, start neighborhood & workplace ministries, and how to start service projects that lead to bigger projects.
- Organized **Real Life**, a weekly gathering for young professionals, a time to network, fellowship, eat together, worship and be challenged by a special guest speaker from the community.
- Lead **Life Groups**, mentorship programs for young professionals.
- Helped over 60 singles & families buy homes in the urban core of Augusta.

HOPE FOR AUGUSTA – Founder/ Executive Director

HFA is a community development ministry funded by FPC that focuses on offering hope to urban at-risk youth through tutoring and mentoring.

- Launched **NewTown** initiative to serve 20 at-risk urban youth that grew to serve over 160.
- Hired, trained, and managed 5 staff to direct urban programs.
- Partnered with the Housing Authority to start a Summer youth program that grew into an after-school homework and tutoring program in 4 locations called **Reaching Higher**.
- Organized the **Urban Leadership Project**, a summer leadership program for at-risk youth.
- Created a leadership development program called Making Mighty Men to mentor urban boys.
- Fundraised for operational and program expenses.
- Organized a 1000+ attended **concert**, bringing Christian rapper Trip Lee, to Augusta.

Medical Device Account Executive

September 2006 to April 2008

VQ ORTHOCARE - Columbia, SC

- Managed territory accounts in the State of SC, calling on Orthopedic Surgeons and was regionally ranked #1 Sales.

- 1st Sales Consultant as a *Shoulder Specialist* and developed national marketing strategies.
- Launched a new shoulder splint prototype, trained national consultants in shoulder sales program.

Medical Device Account Executive

June 2005 to Sept 2006

DYNASPLINT SYSTEMS, INC. – Columbia, SC

- Managed territory accounts in the State of SC, calling on Orthopedic Surgeons and was regionally ranked #1 Sales.
- 1st Sales Consultant as a *Shoulder Specialist* and developed national marketing strategies.
- Launched a new shoulder splint prototype, trained national consultants in shoulder sales program.

CAMPUS OUTREACH GREENVILLE – Greenwood, SC

December 1999 to June 2005

Area Director (May 2003-April 2005), Campus Director (December 1999- May 2003)

- Recruited, hired, trained, and managed 10 regional staff at Wofford College, and Lander University.
- Lead weekly staff meetings, setting vision, evaluating goals, & delegating responsibilities.
- Directed two Summer Leadership Projects of 15 staff and 90 college students.

Office Engineer

PIZZAGALLI CONSTRUCTION CO. – Spartanburg / Greenville, SC

August 1998 to December 1999

- Designed piping systems for water filtration and waste-water filtration using AutoCAD.
- Facilitated and coordinated all surveys and a liaison between field and office management.

EDUCATION

Master of Public Administration –GPA 3.80 - Graduated 2019

AUGUSTA UNIVERSITY – AUGUSTA, GA

Phi Alpha Alpha, Honor Society for Public Administration, ICMA Student Member

Certificate in Urban Planning and Community Development

Master of Arts in Theological Studies – GPA 3.50 - Graduated 2016

ERSKINE THEOLOGICAL SEMINARY – DUE WEST, SC

Bachelor of Arts - Major in Sociology/ Community Analysis & Development – GPA 3.00 – Graduated 1998, WOFFORD COLLEGE – Spartanburg, SC

Associate of Science- Major in Engineering Graphics -GPA 3.50 - Graduated 1994

Greenville Technical College – Greenville, SC