

EMPLOYMENT APPLICATION

FLAGLER COUNTY
1769 East Moody Blvd. #Bldg 2
Bunnell, Florida 32110
386-313-4007
<http://www.flaglercounty.gov>

Miller, Tracy
00916 COUNTY ADMINISTRATOR

Received: 6/9/26 09:49 PM

For Official Use Only:

QUAL: _____

DNQ: _____

☐ Experience

☐ Training

☐ Other: _____

PERSONAL INFORMATION

POSITION TITLE: COUNTY ADMINISTRATOR		EXAM ID#: 00916
NAME: (Last, First, Middle) Miller, Tracy		SOCIAL SECURITY NUMBER: N/A
ADDRESS: (Street, City, State/Province, Zip/Postal Code) 727 Swilley Loop, Plant City, Florida 33567		EMAIL ADDRESS: millerlocalgovconsulting@gmail.com
HOME PHONE: 813.857.8466	ALTERNATE PHONE: 813-857-8466	NOTIFICATION PREFERENCE: Email
DRIVER'S LICENSE: ☐ Yes ☐ No	DRIVER'S LICENSE: State: FL	LEGAL RIGHT TO WORK IN THE UNITED STATES? ☐ Yes ☐ No
What is your highest level of education? Master's Degree		

PREFERENCES

MINIMUM COMPENSATION: \$180,000.00 per year
WHAT TYPE OF JOB ARE YOU LOOKING FOR? Regular
TYPES OF WORK YOU WILL ACCEPT: Full Time
SHIFTS YOU WILL ACCEPT: Day, Evening, Night, Rotating, Weekends, On Call (as needed)
OBJECTIVE: To acquire a City or County management position

EDUCATION

DATES:	SCHOOL NAME: SUNY Stony Brook, NY	
LOCATION: (City, State/Province) Stony Brook, New York	DID YOU GRADUATE? ☐ Yes ☐ No	DEGREE RECEIVED: Bachelor's
MAJOR: Political Science	UNITS COMPLETED: 120- Semester	
DATES:	SCHOOL NAME: University of Tampa	
LOCATION: (City, State/Province) Tampa, Florida	DID YOU GRADUATE? ☐ Yes ☐ No	DEGREE RECEIVED: Master's
MAJOR: Technology and Innovation Management	UNITS COMPLETED: 60- Semester	

WORK EXPERIENCE

DATES: From: 3/2026 To: Present	EMPLOYER: Alliance for Innovation	POSITION TITLE: Vice President of Member Experience (Contract)
ADDRESS: (Street, City, State/Province, Zip/Postal Code) 3800 Stone Road, Kilgore, Texas, 75662		COMPANY URL: transformgov.org
PHONE NUMBER: 817-337-8581	SUPERVISOR: Michael Wilkes - President/CEO	MAY WE CONTACT THIS EMPLOYER? ☐ Yes ☐ No
HOURS PER WEEK: 40	SALARY: \$4,550.00/month	# OF EMPLOYEES SUPERVISED: 0
DUTIES: •Reinvigorate the non-profit mission, vision and business model of the Alliance for Innovation to serve a national community of local government innovators •Develop and implement the engagement strategy to stabilize the membership and provide innovation services to local governments nationwide •Deliver technology solutions to include invention of a robust online community that features content, discussion, learning and member connections •Conduct comparative research on topics of importance to members •Participate in Board member relations		
REASON FOR LEAVING: Contract position		

DATES: From: 6/2023 To: 3/2026	EMPLOYER: City of Bartow	POSITION TITLE: Assistant City Manager / Director of Strategic Initiatives
ADDRESS: (Street, City, State/Province, Zip/Postal Code) 450 N. Wilson Ave., Bartow, Florida, 33830		COMPANY URL: www.cityofbartow.net
PHONE NUMBER: 863-534-0100	SUPERVISOR: Mike Herr - City Manager	MAY WE CONTACT THIS EMPLOYER? ☒ Yes ☐ No
HOURS PER WEEK: 40	SALARY: \$12,166.00/month	# OF EMPLOYEES SUPERVISED: 340
DUTIES: • Second in command of a full-service city providing services in Community Development, Police, Fire, Code Compliance, Parks and Recreation, Library, Electric, Water, Wastewater, Solid Waste, Roads, Stormwater, and a full compliment of internal services • Modernized Human Resources system to become an Employer of Choice through creation and implementation of three pillars including: • Career Ladder and Position Classification System • Broadband Pay and Step Plan unified across the organization • Development of a new employee manual known as the Human Resources Policies, Procedures and Guidelines • Implementation of platform technology for Enterprise Resource Planning, Human Resource Management and Web-based services • Development of strategic planning, performance management and project management systems • Overhaul a line-item budget to a program budget for wider transparency • Development of a public transparency dashboard • Assess City systems to provide holistic solutions and modernize policies and practices • Recruit and promote new management team for key leadership replacements • Improve communication tactics and citizen engagement strategies • Development project management tracking and accountability		
REASON FOR LEAVING: Leadership direction change		

DATES: From: 9/2022 To: 3/2023	EMPLOYER: City of Oldsmar	POSITION TITLE: Assistant City Manager
ADDRESS: (Street, City, State/Province, Zip/Postal Code) 100 State Street West, Oldsmar, Florida, 34677		COMPANY URL: myoldsmar.com
PHONE NUMBER: 8137490100	SUPERVISOR: Felicia Donnelly - City Manager	MAY WE CONTACT THIS EMPLOYER? ☒ Yes ☐ No
HOURS PER WEEK: 40	SALARY: \$10,916.67/month	# OF EMPLOYEES SUPERVISED: 110
DUTIES: • Developed and formulated an enterprise-wide strategic plan • Built a performance dashboard to track organization wide monthly reports, performance measures, strategic plan items and capital improvement projects • Developed a ground-breaking Community Engagement Guide that matches tools with the IAP2 model for Public Participation • Worked in collaboration with the local chamber of commerce to carry out deliverables in the Business Assistance Program to include the planning and facilitation of an Economic Summit • Developed the City of Oldsmar's first annual satisfaction survey		
REASON FOR LEAVING: Change in Direction		

DATES: From: 5/2013 To: 9/2022	EMPLOYER: Sarasota County, FL	POSITION TITLE: Manager of Strategy Development/Strategic Management Advisor
ADDRESS: (Street, City, State/Province, Zip/Postal Code) 1660 Ringling Blvd., Sarasota, Florida, 34236		COMPANY URL: www.scgov.net
PHONE NUMBER: 941-861-5111	SUPERVISOR: Brad Johnson - Assistant County Administrator	MAY WE CONTACT THIS EMPLOYER? ☒ Yes ☐ No
HOURS PER WEEK: 40	SALARY: \$7,916.00/month	# OF EMPLOYEES SUPERVISED: 2

DUTIES:

- * Manage Sarasota County's strategic planning efforts including development and implementation of the strategic plan, leadership of the performance management program, identification, tracking and reporting of the annual action agenda, and development of a robust performance dashboard
- * Lead and manage change efforts through Process Improvement Teams (PIT) designed to increase efficiency and effectiveness of key operations utilizing continuous improvement principles
- * PIT projects include: Disposal of Surplus Vehicles, Development Review Cycle Times, Housing Affordability Study, Creation of a Methodology for Billable hours for Real Estate Services, Policy Governing use of Security Cameras, Review of County Property for the Potential to Surplus, Streamlining Permit Process, Records Retention and Consolidation of County Call Centers
- * Create a talent pipeline and develop internal leadership capacity of high potential employees through the Employee Input Group (EIG)
- * Facilitate department level strategy development for eighteen BCC departments to prepare future roadmaps and action plans at the functional level
- * Prepare all county administration strategy-based messaging for the elected body and the public within the budget, quarterly and annual reports
- * Implement an enterprise-wide strategic planning process to develop organizational goals, strategies and major initiatives
- * Invent an innovative strategic planning model that is used daily to reinforce strategic thinking throughout the organization
- * Facilitate the development of a comprehensive performance management program to include the implementation of mission and vision, objectives, performance measures and major initiatives aligned to county goals for BOCC departments
- * Produce all strategic elements within the overall budget document
- * Accountable for the production of quarterly management reports and supporting performance information for all budget workshops
- * Developed a revamped design of the county budget to be more citizen-friendly and appealing
- * Conduct special projects for best practices and peer review such as implementation of a diversity ordinance and development of a standardized customer satisfaction methodology

REASON FOR LEAVING:

Career Advancement

DATES: From: 3/2005 To: 5/2013	EMPLOYER: Alliance for Innovation	POSITION TITLE: Florida Innovation Group Regional Director
ADDRESS: (Street, City, State/Province, Zip/Postal Code) PO Box 16645, Tampa, Florida, 33687	COMPANY URL: www.transformgov.org	
PHONE NUMBER: 817-337-8581	SUPERVISOR: Karen Thoreson - President	MAY WE CONTACT THIS EMPLOYER? ☒ Yes ☐ No
HOURS PER WEEK: 40	SALARY: \$5,833.00/month	# OF EMPLOYEES SUPERVISED: 0

DUTIES:

- * Manage member relationships for 40 local government organization-wide members representing more than 3,500 practitioners in
- * Organizational strategic planning, budgeting and program delivery
- * Conduct field visits, on-site consulting, facilitate strategic planning, conduct customer service sessions, and lead citizen roundtables in aiding local government members grow innovation capacity
- * Florida City/County Manager's Association liaison to include participation in technology, annual conference and professional development committees

REASON FOR LEAVING:

Career Advancement

DATES: From: 7/2007 To: 5/2013	EMPLOYER: Alliance for Innovation	POSITION TITLE: Technology Director
ADDRESS: (Street, City, State/Province, Zip/Postal Code) PO Box 16645, Tampa, Florida, 33687	COMPANY URL: www.transformgov.org	
PHONE NUMBER: 817-337-8581	SUPERVISOR: Karen Thoreson - President	MAY WE CONTACT THIS EMPLOYER? ☒ Yes ☐ No
HOURS PER WEEK: 40	SALARY: \$5,833.00/month	# OF EMPLOYEES SUPERVISED: 0

DUTIES:

- * Lead large-scale technology projects including internal and web-based technology implementations
- * Delivery of all online systems including multiple social media platforms, content management systems, and association management systems
- * Create, implement and manage an online knowledge community for more than 10,000 local government practitioners in collaboration with the International City/County Management Association
- * Implement an e-learning program including production and program delivery, yielding the company in excess of a million dollars in new revenue
- * Responsible for establishing online brand identity including the development of fifteen versions of Internet presence from 1995 to 2010
- * Manager of additional sites hosted by the Alliance including tlconference.org and fccma.org

REASON FOR LEAVING:

Career advancement

CERTIFICATES AND LICENSES

Nothing Entered For This Section

Skills**OFFICE SKILLS:**

Typing:70
Data Entry:0

OTHER SKILLS:**LANGUAGE(S):****ADDITIONAL INFORMATION**

Nothing Entered For This Section

REFERENCES

REFERENCE TYPE: Professional	NAME: Steve Botehlo	POSITION: Deputy County Administrator
ADDRESS: (Street, City, State/Province, Zip/Postal Code) 1660 Ringling Blvd., Sarasota, Florida		
EMAIL ADDRESS: sbotelho@scgov.net		PHONE NUMBER: 941-861-5111
REFERENCE TYPE: Professional	NAME: Tray Towles	POSITION: Assistant City Manager
ADDRESS: (Street, City, State/Province, Zip/Postal Code) 450 N. Wilson Ave., Bartow, Florida 33830		
EMAIL ADDRESS: ttowles@cityofbartow.net		PHONE NUMBER: 8632050250
REFERENCE TYPE: Professional	NAME: Michael Wilkes	POSITION: President/CEO
ADDRESS: (Street, City, State/Province, Zip/Postal Code) , Olathe, Kansas 66061		
EMAIL ADDRESS: michaelwilkes@transformgov.org		PHONE NUMBER: 913-558-8418

Agency-Wide Questions

1. **If applying for driver position, do you possess a valid Class C or higher Commercial Driver's License with Passenger Endorsement?**
No
2. **Are you eligible to work in the United States?**
Yes
3. **Will you now or in the future require sponsorship for work authorization?**
No
4. **Employment Desired:**
Full Time
5. **Have you ever worked for this organization?**
No
6. **Do you have any relatives, either immediate or extended, or friends, that are currently employed by Flagler County?**
No
7. **If you answered "Yes" to question #6 please list the name of your relative(s)/friend(s). If you have relative(s) that work for Flagler County please list how you are related to them (i.e. mother, father, sister, brother, aunt, uncle, cousin, in-law, etc).**
N/A
8. **Hours of work (per week) desired:**
40
9. **Date Available:**
July 15
10. **Desired Salary:**
\$180,000
11. **Are you currently in the armed forces?**
No
12. **Military Branch:**
13. **Military Start Date:**
14. **Military Discharge Date:**
15. **Rank at Discharge:**
16. **ALL APPLICANTS MUST ANSWER "YES" OR "NO" TO THIS QUESTION. If you are claiming Veteran's Preference, a copy of your DD-214 or comparable document which serves as a certification of release or discharge claim, MUST be furnished at the time of application. Effective April 8, 1992, Chapter 92-80, Laws of Florida amended the definition of wartime service to include the Persian Gulf War, beginning August 2, 1990, and ending on such a date as may be prescribed by presidential proclamation or by law. The County will give your application every special consideration required by the law (Florida Administrative Code, Chapter 55A-7). If you believe you were not afforded employment preference in accordance with the law, you have the right to file a complaint within twenty-one (21) days of notice of non-selection for the position with the Department of Veteran's Affairs, 11351 Ulmerton Road, Suite 311-K, Largo, Florida 32278-1630 Are you claiming Veteran's Preference?**
No
17. **Check the appropriate category if you are claiming Veteran's Preference:**
18. **Have you uploaded supporting documentation verifying your veterans preference. Examples would include your DD214 or SF15 Form.**
Yes
19. **Have you signed and attached Form DOS-119 if applicable? (the link to this form can be found on the Career page/job opportunities under "show more")**
Not Applicable
20. **Where did you hear of this opportunity?**
County Website
21. **Did you complete the application in it's entirety, to include at a minimum the past 10 years work history in the provided fields of the application and any work history relevant to the position in which you are applying? If you do not complete the entire application your application will be rejected and you will be disqualified for the position you are applying for.**
Yes
22. **If this position requires diplomas/degrees or certifications/licenses you must attach them at the time you submit your application. Have you attached all required documents?**
Yes

Job Specific Supplemental Questions

- 1. Do you possess a bachelor's degree from an accredited college or university? If yes, please upload a copy of degree in order to move forward in the recruitment process.**
Yes
 - 2. If you answered yes to previous question, in what discipline is your degree?**
Bachelors in Political Science, Master's in Technology and Innovation Management
 - 3. Do you possess ten years of increasingly responsible leadership experience in business management or public administration including five years' experience in an executive level local government leadership role? If yes, please list where the experience was gained.**
Sarasota County, FL Oldsmar, FL Bartow, FL
 - 4. Do you possess a valid state of Florida driver's license? If yes, please upload a copy with application in order to move forward in the recruitment process.**
Yes
 - 5. All required certifications, diplomas and licenses must be uploaded with application. Have you completed this step?**
Yes
-

The following terms were accepted by the applicant upon submitting the online application:

By clicking the Accept & Submit button, I hereby certify that every statement I have made in this application is true and complete to the best of my knowledge. I understand that any false or incomplete answer may be grounds for not employing me or for dismissing me after I begin work. I understand that not completing my work history in the fields of the application will disqualify me for the position I am applying for. I understand that I will have to produce documentation verifying my identity and employment eligibility in the U.S. I understand that I may be required to verify any and all information given on this application. I understand that if I have stated that I have a degree(s) that I have uploaded and submitted a copy of my degree(s) with my application. I understand that this completed application is the property of Flagler County and will not be returned. I understand Flagler County may contact prior employers and others.

This application was submitted by Tracy Miller on 06/09/26 09:49 PM

Tracy Miller

727 Swilley Loop, Plant City, FL 33567 | 813.857.8466 | millerlocalgovconsulting@gmail.com

June 9, 2026

Flagler County Board of County Commissioners
Flagler County, Florida

Dear Chair Pennington and Members of the Board:

I am pleased to submit my application for the position of County Administrator for Flagler County. Throughout more than three decades of local government leadership, I have built a career focused on strategic planning, organizational excellence, financial stewardship, innovation, and community-centered service. Having served in executive leadership roles within both county and municipal governments, I am excited by the opportunity to partner with the Board of County Commissioners, employees, community stakeholders, and municipal partners to advance Flagler County's vision for a vibrant and prosperous community.

The qualities outlined in your recruitment brochure strongly align with my professional experience and leadership philosophy. As Assistant City Manager for the City of Bartow, I served as second-in-command for a full-service organization with a broad portfolio of services, including public safety, utilities, community development, infrastructure, parks and recreation, and internal services. During my tenure, I led the modernization of human resources systems, implemented enterprise technology solutions, transformed budgeting processes into a more transparent program-based model, and established performance management and strategic planning systems that improved accountability and organizational effectiveness.

Prior to Bartow, I spent nearly a decade leading strategic planning and performance management initiatives for Sarasota County. In that role, I directed enterprise-wide strategic planning, facilitated organizational change efforts, developed performance measurement systems, and worked closely with County Administration and the Office of Financial Management to align resources with strategic priorities. These experiences provided a deep understanding of county government operations, intergovernmental relations, budget development, long-range planning, and organizational leadership.

My career has also been defined by a commitment to innovation and continuous improvement. Whether developing public transparency dashboards, facilitating process improvement initiatives, modernizing organizational structures, or building technology platforms that improve service delivery, I have consistently sought opportunities to make government more effective, responsive, and accountable. Today, as Vice President of Member Experience for the Alliance for Innovation, I work with local governments across the nation to identify emerging trends, implement best practices, and build organizational capacity to address increasingly complex challenges.

I am particularly drawn to Flagler County's emphasis on effective government, economic vitality, public health and safety, and responsible growth management. The County's commitment to preserving its exceptional quality of life while preparing for future opportunities and challenges reflects the same values that have guided my career. I believe my background in strategic leadership, budgeting, economic development support, organizational

Tracy Miller

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transformation, performance excellence, and collaborative governance would enable me to successfully lead the County's operations and help implement the Board's priorities.

Thank you for your consideration. I would welcome the opportunity to discuss how my experience, leadership approach, and commitment to public service can contribute to Flagler County's continued success. I look forward to speaking with you regarding this exciting opportunity.

Respectfully,

Tracy Miller

TRACY MILLER

Vice President of Member Experience, Alliance for Innovation (Contract)



727 Swilley Loop, Plant City, FL



813.857.8466



millerlocalgovconsulting@gmail.com



Linkedin.com/in/tracy-miller-810413a/

EDUCATION

MS Technology and Innovation Management

University of Tampa, FL
2006

BA Political Science

SUNY Stony Brook, NY
1992

MEMBERSHIPS

Florida Women Leading Government

Secretary
January 2023 to Present

ICMA

Full Member
January 2009 to Present

FCCMA

Full Member
January 2007 to Present

AWARDS

Big Props Award – Water Quality Summit

2019 | Sarasota County, FL

If You Care You Do Award

2019 | FCCMA

STAR Award

2016 | Sarasota County, FL

Four PIT Team Service Awards

2016, 2017, 2019 | Sarasota County, FL

FCCMA Service Award

2013 | FCCMA

American Legion Citizenship Award

1988 | Comsewogue SHS

SUMMARY

Innovative local government leader with an entrepreneurial mindset, committed to community building, collaborative problem-solving, achieving results and service driven leadership.

PROFESSIONAL EXPERIENCE

VICE PRESIDENT OF MEMBER EXPERIENCE

MARCH 2026 - PRESENT

Contract, Alliance for Innovation

- Reinvigorate the non-profit mission, vision and business model of the Alliance for Innovation to serve a national community of local government innovators
- Develop and implement the engagement strategy to stabilize the membership and provide innovation services to local governments nationwide
- Deliver technology solutions to include invention of a robust online community that features content, discussion, learning and member connections
- Conduct comparative research on topics of importance to members
- Participate in Board member relations

ASSISTANT CITY MANAGER

MARCH 2024 – MARCH 2026

City of Bartow, FL

- Second in command of full-service city providing services in Community Development, Police, Fire, Code Compliance, Parks and Recreation, Library, Electric, Water, Wastewater, Solid Waste, Roads, Stormwater, and a full compliment of internal services
- Modernized Human Resources system to become an Employer of Choice through creation and implementation of three pillars including:
 - Career Ladder and Position Classification System
 - Broadband Pay and Step Plan unified across the organization
 - Development of Human Resources Policies, Procedures and Guidelines
- Implementation of platform technology for Enterprise Resources Planning, Human Resource Management and Web-based Services
- Development of strategic planning, performance management and project management systems
- Overhaul of a line-item budget to a program-based budget for wider transparency to include improved fund management
- Development of a public transparency dashboard to track organization-wide major initiatives and key performance measures

DIRECTOR OF STRATEGIC INITIATIVES AND PPP

JUNE 2023 TO APRIL 2024

City of Bartow, FL

- Assess city systems to provide holistic solutions and modernize policies and practices
- Recruit and promote new management team for key leadership replacements
- Improve communication tactics and citizen engagement strategies
- Development project management tracking and accountability

TRACY MILLER

Vice President of Member Experience, Alliance for Innovation (Contract)



727 Swilley Loop, Plant City, FL



813.857.8466



millerlocalgovconsulting@gmail.com



Linkedin.com/in/tracy-miller-810413a/

SKILLS

Strategic Planning
Performance Management
Organization Development
Technology Innovation
Facilitative Leadership
Financial Management
Economic Development
High Performance Organization
Long-Range Planning
Project Management
Utility Management
Program Budgeting
Capital Planning
Process Improvement
Roadmapping
Systems Thinking
Trends Analysis
Public Policy
Marketing
Collaboration
Public Speaking
Community Development
Citizen Engagement
Customer Service
Organizational Design
Comparative Research
Benchmarking
Peer Review
Data Analysis
Communication Planning
Recruiting
Talent Development
Technical and Creative Writing
Conference and Event Planning

PROFESSIONAL EXPERIENCE (CONTINUED)

ASSISTANT CITY MANAGER

SEPTEMBER 2022 – MARCH 2023

City of Oldsmar, FL

- Developed and formulated an enterprise-wide strategic plan
- Built a performance dashboard to track organization wide monthly reports, performance measures, strategic plan items and capital improvement projects
- Developed a ground-breaking Community Engagement Guide that matches with the IAP2 Model for Public Participation
- Worked in Collaboration with the local chamber of commerce to carry out deliverable in the Business Assistance Program to include the planning and facilitation of the first annual Economic Summit
- Developed the City of Oldsmar's first annual citizen and business satisfaction survey

MANAGER OF STRATEGY DEVELOPMENT

JULY 2015 TO SEPTEMBER 2022

Sarasota County, FL

- Manage Sarasota County's strategic planning efforts including development and implementation of the strategic plan, leadership of the performance management program, identification, tracking and reporting of the annual action agenda and development of a robust performance dashboard
- Reported in the Office of Financial Management from May 2013 to October 2018 as a pivotal member of the leadership team directing strategy for the Budget process
- Member of County Administration from October 2018 to September 2022 as the leader of all strategy programs for the County
- Lead and manage change efforts through Process Improvement Teams (PIT) designed to increase efficiency and effectiveness of key operations utilizing continuous improvement principles
 - PIT projects include: Disposal of Surplus Vehicles, Development Review Cycle Times, Housing Affordability Study, Creation of a Methodology for Billable Hours for Real Estate Services, Policy Governing use of Security Cameras, Review of County Property for the Potential to Surplus, Streamlining Permit Process, Records Retention and Consolidation of County Call Centers
- Create a talent pipeline and develop internal leadership capacity of high potential employees through the Employee Input Group (EIG)
- Facilitate department level strategy development for eighteen BOCC departments to prepare future roadmaps and action plans at the functional level
- Prepare all county administration strategy-based messaging for the elected body and the public within the budget, quarterly and annual reports

STRATEGIC MANAGEMENT ADVISOR

MAY 2013 TO JULY 2015

Sarasota County, FL

- Implement an enterprise-wide strategic planning process to develop organizational goals, strategies and major initiatives
- Invent an innovative strategic planning model that was used daily to reinforce strategic thinking throughout the organization
- Facilitate the development of a comprehensive performance management program to include the implementation of mission and vision, objectives, performance measures and major initiatives aligned to county goals for all BOCC departments
- Developed a revamped design of the county budget document to be a more citizen-friendly and appealing publication

TRACY MILLER

Vice President of Member Experience, Alliance for Innovation (Contract)



727 Swilley Loop, Plant City, FL



813.857.8466



millerlocalgovconsulting@gmail.com



Linkedin.com/in/tracy-miller-810413a/

TECHNOLOGY SKILLS

Microsoft Suite
Adobe Creative Suite
SmartSheet
Kronos
Workday
NeoGov
OpenGov
ZenCity
ClearPoint Strategies
Asset Management
(Cartegraph)
See Click Fix
Agenda Management
Social Media Platforms
Access
Microsoft Project
Web Programming
GIS

REFERENCES

Steve Botehlo

Deput County Administrator
Sarasota County, FL

Tray Towles

Assistant City Manager
Bartow, FL

Pam Brangaccio

Southeast Regional Director
ICMA

Michael Wilkes

President/CEO
Alliance for Innovation

PROFESSIONAL EXPERIENCE (CONTINUED)

FLORIDA INNOVATION GROUP REGIONAL DIRECTOR MARCH 2005 TO MAY 2013

Alliance for Innovation

- Manage member relationships for 40 local government organization-wide members representing more than 3,500 practitioners in Florida and Georgia
- Organizational strategic planning, budgeting and program delivery
- Conduct field visits, on-site consulting, facilitate strategic planning sessions, conduct customer service sessions, and lead citizen roundtables in aiding local government members grow innovation capacity
- Participate in the development of the Innovation Academy for local government teams
- Florida City/County Manager's Association liaison to include participation in technology development, annual conference planning and professional development committee

TECHNOLOGY DIRECTOR

JULY 2007 TO MAY 2013

Alliance for Innovation

- Lead large-scale technology projects including internal and web-based technology implementations
- Delivery of all online systems including multiple social media platforms, content management systems and association management systems
- Create, implement and manage an online knowledge communication for more than 10,000 local government practitioners in collaboration with the International City/County Management Association
- Implement e-learning program including production and program delivery for all corporate webinars, yielding the company in excess of \$1.3 million dollars of new revenue
- Responsible for establishing online brand identity including the development of fifteen versions of Internet presence from 1995 to 2010
- Manager of additional sites hosted by the Alliance including tlconference.org and fccma.org

DIRECTOR OF INFORMATION RESOURCES/INQUIRY SERVICE

MAY 1993 TO JULY 2007

The Innovation Groups

- Responsible for development of two online knowledge repositories, management of the Inquiry Service and development of the research packet program
- Creation and implementation of all knowledge based products resulting in more than one million dollars of new revenue
- Manage the process of more than 2,200 local government research requests annually
- Supervise the team of researchers to include recruiting, training, performance appraisals and work monitoring and management.
- Conduct large scale internet surveys to include development of an extensive peer matching service for local governments
- Development of a comparative performance management program for data analytics and peer review
- Develop vendor relationships in pursuit of the creation of information-based products

The University of Tampa



*Be it known that the Board of Trustees at the University of Tampa
upon the recommendation of the Faculty has conferred upon*

Tracy Miller

the degree of

Master of Science

*with all the rights, honors, and privileges thereunto. In witness whereof, the Seal of
the University and the Signatures of its duly authorized officers are hereunto affixed*

Given at Tampa, Florida, this sixth day of May, two thousand six.

David A. Straz, Jr.
Chairman of the Board of Trustees

Ronald L. Vaughn
President of the University

State University of New York

State University at Stony Brook

On the Recommendation of the Faculty and by Virtue of the Authority
vested in them the Trustees of the University have conferred on

Tracy Robin Schmidt

the Degree of

Bachelor of Arts

and have granted this Diploma as evidence thereof

Given at Stony Brook, in the State of New York, in the United States
of America on the eighteenth day of December one thousand nine
hundred and ninety-two.

Fred Salum
Chairman of the Board of Trustees

Osman B. Dwyer
Chairman of the Council,
State University at Stony Brook



D. Bruce Johnson
Chancellor of the State University of New York

John H. Mearns
President
State University at Stony Brook