

JOSEPH NAPOLI

305-298-1064 | : Victoria Isle Way, Weston, FL 33327 | jcnapoli2004@yahoo.com

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I am pleased to submit my resume for the City Manager for the City of Palm Coast. I believe my broad experience, capabilities and talents will make an immediate and impactful contribution to Palm Coast and its residents. I am a respected and collaborative leader offering exemplary experience through multiple executive-level appointments with the US military, the private sector, one of the largest airports in the U.S, and one of Florida's largest and most diverse cities. I bring proven results in building cohesiveness, improving morale and productivity, and maximizing the capabilities of organizations and its employees.

Regarding the qualities you seek in your City Manager, similar to Palm Coast, Miami is a coastal city, in which protecting the environment and addressing the impending impacts of the climate change and sea level rise are imperative to City's future well-being. I firmly believe in leading by example, giving clear direction and guidance, yet empowering subordinates to maximize their talents and creativity. I am open, engaging and accessible, and know that setting a clear vision, mission, and core values that employees can identify with, embrace, and feel a part of, are imperative to an organization's success. I am at ease and adept at engaging with Commissioners, businesses, civic organizations and the media. Keeping the public informed and engaged is not only a fundamental responsibility of local government but it is essential to instill transparency and the confidence of citizens with its government and leadership.

Based upon my record of accomplishment, I was hired to my current position as the Deputy City Manager for the City of Miami, to rapidly develop and establish sound business practices due to a lack of effective executive level direction and oversight of the City staff, processes, and procedures. As in my previous positions, I have done so by instilling a culture of innovation and collaboration, introducing technological advances, streamlining processes, revamping public relations, and working closely with the Mayor and Commissioners to establish a clear vision and strategy for the future.

I strongly feel my dynamic talents will provide the experience, leadership and governmental engagement that will allow Palm Coast to realize its extraordinary potential in the future and decisively address impending challenges. I enthusiastically submit my resume for your City Manager and look forward to the opportunity to serve you and your citizens.

Sincerely yours,

Joseph (Joe) Napoli

JOSEPH NAPOLI

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Accomplished city leader committed to improving practices, values, and methods to lead a functional and progressive city. Military veteran skilled in foreseeing and pinpointing the root causes of issues to apply the right courses of action. Experienced at building, guiding and coaching top-flight cross-disciplinary teams. Delivers results by maximizing collaboration, organizational effectiveness and sustainability. Concise, insightful and articulate communicator able to facilitate sensitive negotiations and deliver key presentations to diverse business, political and government groups. Inspirational and innovative servant leader recognized for an exemplary work ethic and repeatedly promoted to roles of progressive responsibility.

- Areas of Expertise -

City Administration – Budgeting – Public Speaking – Program Management – Strategic Planning
Public Relations & Marketing – Contract Development & Negotiations – Crisis Management

Professional Overview

CITY OF MIAMI: Deputy City Manager

2018 to Present

Direct and supervise the daily administration of the City of Miami and its 4,000 employees according to policies determined by City Manager, City Commission, City Charter, and laws of FL. Supervise activities of Assistant City Managers, city departments, offices, and agencies. Develop and implement administrative principles, practices, and techniques designed to improve the effectiveness and efficiency of City/governmental services. Ensure the City remains in compliance with ordinances, rules, and regulations within respective areas. Oversee the preparation of the City's annual budget and presentation to the City Commission for approval. Direct the development of strategic plans and performance indicators for the City. Manage Disaster/Emergency planning and implementation. Represent the City at numerous community meetings.

- Instantly provided needed organizational leadership and instituted efficiencies that have rapidly reduced budget by \$6M, increased responsiveness to residents, improved morale and effectiveness of employees.
- Developed a *Service City, Safe City, Future City* strategic framework and a City vision as a global leader in technology, innovation, and resiliency to focus, prioritize, and motivate the City staff's efforts.
- Focused on immediate impact for our residents with the successful launch of innovative expedited permit process. This resulted in faster review time for over 50 types of residential and commercial permit types.
- Spearheaded efforts to establish a strategic framework and institutionalize resiliency and sustainability into planning, zoning and operations to prepare the City for effects of sea level rise and climate change.
- Successfully led labor negotiations for Police, Fire and AFSCME general employee contracts that had been open for years.

MIAMI DADE COUNTY: Chief of Staff, Miami Dade Aviation Department

2014 to 2018

Organized and directed administrative, financial, and operational initiatives for Miami International Airport, the largest US airport for international freight, 3rd largest for international passengers, 10th largest overall US airport, and 26th globally with 1300 direct staff and 37,500 indirect employees. Supervised \$1.1B operating budget for airport with 120K passengers daily, 3,230 acres of land and property, and annual economic impact of \$33.7B. Managed diverse staff of aviation experts, technical land management and facility engineers, financial specialists managing multi-billion dollars in transactions, project managers of multi-million-dollar programs, and human resources professionals.

- Masterfully institutionalized and articulated a clear vision and strategy that was adopted by the Board of County Commissioners and embraced by strategic business and public stakeholders.
- Championed implementation of mechanisms to heighten staff collaboration and performance by deconstructing communication stovepipes, optimizing processes and procedures, and introducing organizational performance metrics stimulating increased morale, collaboration, and productivity.
- Significantly increased grants for state and federally funded investment and infrastructure projects through positive interaction and engagement with community, local, state, and federal officials.
- Pushed innovation and promoted the introduction of new technologies that propelled the airport to outperform competitors, maximize efficiencies and revenues, and globally recognized as a world-class industry model.
- Catapulted exposure through social media, press, marketing, and community engagement to yield 8.5% increase in passenger volume and 17 new airlines with economic influence of \$800M+ into native economy.

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BOOZ ALLEN HAMILTON: **Managing Director & South Florida Lead**

2010 to 2013

Managing Director for the South Florida business for Booz Allen Hamilton, a global strategy and technology consulting firm. Demonstrated leadership for business development in South FL market, including control of sales lifecycles. Streamlined and improved performance of Miami office while delivering organizational consultations to South FL clients.

- Revolutionized South FL organizational marketing and training strategy that skyrocketed business and revenue by 205%
- Effectively branded the firm's name and reputation among key clients and organizations leading to an increase in top quality staff of over 150% to meet client demands and expanding organizational requirements
- Program Manager for large-scale contracts supporting US government operations in South FL and Latin America.
- Spearheaded an illicit activities analysis study for US government to align national strategy and resources in Africa.
- Developed entire government approach to counter illicit trafficking in Mexico, Guatemala, and Belize border

UNITED STATES Army (Colonel) *Advanced through multiple vital, high-profile roles spanning increasing levels of senior and executive management responsibilities for the U.S. military and government. Most recently:*

Chief, Commander's Action Group/Senior Executive Advisor US Southern Command Miami, FL

Core Advisor to Commander (CEO) on all matters about enterprise operations throughout Latin America. Collaborated with leadership base covering US government, military, Congress, think tanks, and academia in devising engagement and outreach strategy. Interfaced with high-level executives and US government officials in developing and relaying information on enterprise strategic framework, vision, and objectives.

- Composed and presented +50 speeches, briefings, articles, and congressional testimonies supporting US interest in Latin America and Caribbean.
- Fostered partnerships and developed cooperative strategies with US ambassadors; Departments of Defense, State and Homeland Security officials; and Latin American and Caribbean senior leaders.
- Organized critical advisory committees while conceptualizing and launching essential initiatives to augment processes and strengthen focus on alignment with core operational goals.

Chief of Staff/Deputy Director of Strategic Effects – Multinational Force Iraq (MNF-I) (2008 to 2009)

Orchestrated conceptualization and execution of MNF-I's and US government's political, economic, governance, and diplomatic initiatives in Iraq Theater of War. Facilitated inter-agency and inter-governmental military consultations and negotiations. Directed planning and execution of joint efforts between US government and government of Iraq's multi-billion reconstructions, reconciliation, and economic development programs.

- Led and pushed large-scale, peak-performing team comprised of 200+ military and civilian personnel.
- Key contact person and Principal Coordinator/Synchronizer of tactical political, economic, governance, and diplomatic efforts through direct partnership with US Embassy-Iraq, Government of Iraq, US military commands and government agencies, United Nations, and coalitions governments and NGOs.

Military Group Commander/Senior Defense Officer – US Embassy Argentina (2005 to 2008)

Senior military officer responsible for monitoring vital joint US/Argentine programs, including sales, training, and logistics. Supported US Embassy in a challenging political environment in Argentina by applying understanding of US policies and objectives.

- Counseled US Ambassador on operational issues and served as principal member of US Embassy country team.
- Vital figure in directing major logistics effort, including visit by President of the United States and entry of multiple vehicles, aircraft, and peacekeeping teams into Argentina without incident.
- Reinforced regional security, non-proliferation, and counterdrug international assistance programs.
- Achieved 0 variances during vital quality control inspection, which was 1st time this ever occurred in all inspections throughout Latin American region.

Education

Master of Arts in International Affairs – COLUMBIA UNIVERSITY, NEW YORK, NY

Master of Arts in Strategic Studies – US ARMY WAR COLLEGE, CARLISLE, PA

Bachelor of Science in General Engineering – US MILITARY ACADEMY, WEST POINT, NY