

# BRITTANY TURNER

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## Implementation, Governance, and Organizational Systems

I help organizations understand how operations actually function: where ownership is unclear, where policy and process drift apart, where tools preserve old problems, and where delays or inconsistent practices create risk. My experience includes public sector implementation, governance operations, records access, workflow design, reporting, documentation, training, and project delivery. I am strongest in roles that require clear diagnosis, sound judgment, usable systems, and steady execution.

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### Core Strengths

- **Operational Systems:** Process Evaluation | Workflow Design | Ownership Clarity | Intake and Routing | Operational Continuity
  - **Implementation and Delivery:** Project Management | Systems Configuration | Training | Adoption | Change Management | Documentation
  - **Governance and Public Sector:** Public Records | Board Operations | Compliance | Policy Implementation | Accountability
  - **Analysis and Decisions:** Reporting | Data Analysis | Risk Identification | Baseline Development | Practical Recommendations
  - **Communication:** Facilitation | Stakeholder Coordination | Communication | Training Materials | Executive Support
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## Governance, Transparency, and Accountability Systems

**Solution Consultant/Project Implementation Coordinator** | JustFOIA  
Remote, USA | Mar. 2024 – Apr. 2026

Coordinated discovery, workflow design, system configuration, training, and implementation for public records request software used by municipalities, counties, school systems, higher education institutions, special districts, law enforcement agencies, and state agencies.

- Evaluated how agencies handled public records requests, routing, notifications, deadlines, document review, communication, and reporting.
- Identified where informal practices, unclear ownership, inconsistent routing, or manual tracking created delays, confusion, or compliance risk.
- Applied legal, operational, and user needs into intake forms, routing rules, permissions, dashboards, email templates, payment settings, reporting tools, training materials, and implementation plans.
- Configured SaaS platforms across 30+ government projects, including SSO-enabled environments and payment portal integrations.
- Helped agencies move from inherited or inconsistent request handling toward clearer workflows, documented roles, and more reliable follow-through.
- Delivered live training and implementation guidance that enabled agency staff apply clearer intake, routing, communication, and disclosure practices.

**Records Manager and Special Projects Librarian** | Shreve Memorial Library  
Shreveport, LA | Nov. 2012 – Jun. 2014

Built records governance, documentation, and operational structure for a 21-branch public library system serving more than 225,000 residents, with a focus on patron access, procedural consistency, usability, and long-term information management.

- Conducted a system-wide forms, policies, and procedures audit that identified more than 1,000 unique forms along with outdated, duplicative, and inconsistent practices across departments.
- Used audit findings to move leadership from a general concern about records management to specific decisions about forms, procedures, privacy, access, retention, and staff guidance.
- Served as designated records custodian, developing request procedures, confidentiality guidance, and documentation aligning lawful access with privacy protection.
- Reviewed website content, forms management, records workflows, and intranet architecture to identify where systems no longer matched how staff were currently working.
- Researched and prepared business cases for preservation, records management, and digital archiving tools, including website and social media archiving solutions.
- Delivered staff training and workshops focused on records handling, access restrictions, retention, and organizational consistency.

**Project Manager, “To Preserve and Protect”** | New York State Archives  
Albany, NY | Mar. 2010 – May 2011

Oversaw a federally funded statewide initiative focused on archival security, records protection, risk mitigation, and implementation guidance for government and nonprofit repositories across New York.

- Managed an NHPRC-funded project to help archives, local governments, libraries, museums, and historical records repositories strengthen theft prevention, security planning, and records protection practices.
- Developed a web-based Security Resource Center with handbooks, sample forms, policies, checklists, training materials, outreach content, and recovery resources.
- Organized 10 statewide workshops reaching 120+ attendees, including registration, scheduling, venues, handouts, evaluations, and follow-up.
- Designed the workshop feedback tool and achieved an overall workshop score of 94%.
- Conducted research on historical records theft and consolidated findings into usable guidance for public and nonprofit repositories.
- Built a partnership between the New York State Archives and the National Archives and Records Administration to standardize state and federal guidelines around archival security.

**Coordinator and Organizer** | Hudson Valley Area Labor Federation  
Newburgh, NY | Jan. 2008 – May 2009

Directed coalition, legislative, and organizational activity across seven New York counties on behalf of union members and affiliated organizations, including interim leadership during an executive leave.

- Assumed daily operational leadership during the Executive Director’s extended leave, overseeing Board reporting, organizational coordination, scheduling, communications, and an annual operating budget of approximately \$150,000.
- Advanced regional labor and policy priorities across seven county legislatures, including a contractor licensing initiative adopted in Dutchess, Ulster, and Sullivan Counties.
- Established Labor Relations Committees within county legislatures to improve communication and shared progress between labor organizations and local government.

- Built coalitions among unions, elected officials, workforce advocates, and community organizations.
- Prepared legislative materials, policy analyses, public communications, and recommendations while balancing competing priorities across affiliates with different political approaches and organizational needs.

**Village Clerk** | Village of New Paltz  
New Paltz, NY | Jan. 2007 – Oct. 2007

Managed records, Board administration, elections, public notices, filings, and daily government operations supporting transparency, compliance, and administrative continuity.

- Served as Secretary to the Board of Trustees, preparing agendas, recording and revising minutes, filing local laws, maintaining the resolution book, and confirming follow-through on Board actions.
- Appointed as Records Management Officer, processing FOI requests and maintaining records tied to contracts, lawsuits, easements, deeds, deficiencies, and Village projects.
- Supervised public notices, election records, petitions, absentee ballots, filings, and polling place preparation as designated Chief Elections Officer.
- Supported residents, attorneys, reporters, contractors, elected officials, and staff with records access, permits, filings, and municipal documentation.
- Tracked resolutions, deadlines, filings, and outstanding follow-up items to maintain continuity across municipal operations and Board actions.
- Balanced access requirements, confidentiality obligations, operational realities, and legal compliance in a highly visible civil service environment.

**Co-Chief of Staff/Special Assistant to the Mayor** | Mayor Jason West  
New Paltz, NY | Jan. 2004 – Aug. 2004

Consulted on executive strategy, communications, community engagement, scheduling, fundraising, and coordination across media, volunteers, donors, legal counsel, elected officials, and community supporters during a nationally visible same-sex marriage initiative and related legal response.

- Coordinated 100+ interviews, media appearances, and press interactions during a high-visibility civil rights campaign.
- Mobilized 100+ volunteers and donors to facilitate engagement, outreach, events, and legal defense needs.
- Drafted statements, talking points, press materials, donor communications, and event materials.
- Handled executive scheduling, travel, donor communication, and legal response under intense scrutiny.
- Organized 20+ community events, public appearances, and advocacy actions.
- Translated fast-moving legal, political, media, and community needs into actionable plans, materials, and next steps.

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## **Implementation, Operations, and Organizational Systems**

**Client Success and Project Manager** | AFS Logistics  
Remote, USA | Nov. 2019 – Aug. 2023

Led client implementations and migrations across logistics services, with a focus on improving launch visibility, reducing manual tracking, clarifying ownership, and resolving recurring issues before they affected clients.

- Used automation and implementation reporting to reduce manual tracking, improve launch visibility, and shorten average implementation timelines by 21% across 600+ client implementations and migrations.
- Coordinated launch activity across Sales, Cost Management, Account Management, Audit, Analytics, Billing, and Client Success teams to support onboarding, reporting accuracy, and service continuity.
- Separated one-off launch problems from recurring patterns, then used those patterns to improve workflows, reduce avoidable delays, and clarify ownership.
- Refined SOPs, migration instructions, task workflows, and implementation documentation so teams could apply processes more consistently.
- Tracked unresolved issues, launch risks, and client-impacting delays to help teams prioritize fixes before problems escalated.

**Account Manager, Client Services** | Transportation Insight  
Remote, USA | Apr. 2026 – Present

Support client transportation accounts through reporting analysis, carrier coordination, issue resolution, shipment visibility, and recurring service problem review.

- Analyzed transportation and carrier data to identify service issues, recurring delivery problems, and opportunities for operational improvement.
- Advanced client requests through resolution by ensuring follow-through across internal teams and external partners.
- Conducted monthly client reviews focused on carrier performance, utilization trends, service quality, and priorities.
- Recommended shipping and routing adjustments that reduced costs while maintaining service expectations.
- Tracked unresolved issues, escalations, and recurring patterns affecting client operations and delivery performance.

**Co-Founder and Chief Administrative Officer** | Cotton St Farms  
Shreveport, LA | Jan. 2017 – Dec. 2019

Co-founded a hydroponic farm startup and built operational structure across budgeting, reporting, customer systems, ecommerce, inventory, delivery coordination, and community-facing business operations.

- Co-launched a startup recognized as a finalist in the Louisiana Start Up Prize, contributing to business planning, grant and loan applications, financial modeling, and operational processes.
- Built systems for budgeting, reporting, ecommerce, customer communication, inventory tracking, delivery routing, and administrative operations using tools including Airtable, Zoho, Ecwid, Square, and Google Workspace.
- Balanced business operations, community engagement, vendor coordination, marketing, and customer-facing logistics in a resource-constrained startup environment.
- Grew customer engagement through outreach, delivery systems, local partnerships, and neighborhood-focused service planning.

**National Accounts Manager | Praeses**  
Shreveport, LA | Sep. 2017 – Nov. 2019

Managed oversight and reporting for a national corrections telecommunications portfolio, with responsibility for contract review, vendor accountability, reconciliation processes, and service issue tracking across institutional accounts.

- Delivered support operations for 75 correctional facilities serving more than 92,000 incarcerated and detained people nationwide.
- Reviewed contract performance, service issues, reconciliation activity, commissions, and reporting across accounts exceeding \$13M in documented annual value.
- Built a ticket tracking database and reporting structure that consolidated disconnected issue data, monitored vendor patterns, and tracked facility level service disruptions through resolution.
- Oversaw RFP process, contract extensions, vendor coordination, installations, and service impact reporting across complex governmental and private correctional environments.

**Owner | Signport**  
Shreveport, LA | Sep. 2018 – Dec. 2023

Founded a small print and design business overseeing quoting, scheduling, production, customer communication, and project delivery for community and small business clients.

- Delivered projects for more than 50 clients, balancing production timelines, revisions, scheduling, communication, and delivery.
- Created print and visual materials using Canva and Inkscape for local businesses, organizations, and community clients.
- Handled quoting, workflows, customer communication, invoicing, scheduling, and administrative operations across the full project lifecycle.
- Balanced competing client priorities, production constraints, and turnaround expectations in a fast-moving small business environment.

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## **Policy, Advocacy, and Public Communication**

**Special Projects Coordinator | Family Planning Advocates of New York State**  
Albany, NY | Jan. 2006 – Dec. 2006

Contributed to statewide reproductive health and rights advocacy through public education, coalition communication, media tracking, conference materials, and policy resources.

- Tracked statewide media coverage, generating 13 million gross impressions across press coverage, placements, and outreach activity.
- Drafted press releases, op-eds, letters to the editor, legislative materials, and coalition communications around reproductive health advocacy.
- Prepared conference materials, advocacy resources, advertising content, and public education materials for statewide campaigns and organizational events.
- Contributed to coalition and faith-based advocacy materials developed through Concerned Clergy for Choice.
- Assisted with organizational DEI work, education initiatives, and partner-facing communication.

**Organizer and National Outreach Liaison** | March for Women's Lives  
Washington, DC | Sep. 2003 – Jan. 2004

Supported national reproductive justice organizing through regional event planning, coalition outreach, volunteer mobilization, and resources for large-scale movement participation.

- Organized Eastern Region events in Boston, Philadelphia, and Washington, DC, coordinating logistics, outreach, materials, and partner communication.
- Prepared travel and organizing guides for coalitions and volunteers across 25 states.
- Worked with affiliate partners including NARAL Pro-Choice America, the Feminist Majority, the National Organization for Women, and Planned Parenthood Federation of America.
- Standardized participation guidance so local coalitions and volunteers had clearer expectations, materials, and next steps.
- Represented the organization at speaking engagements, events, and conferences.
- Translated national campaign goals into outreach, logistics, and volunteer mobilization across regional networks.

**Co-Coordinator, Edwards for Governor** | American Federation of Teachers  
Shreveport, LA | Sep. 2015 – Nov. 2015

Coordinated labor-focused voter education and turnout efforts for a gubernatorial campaign.

- Led voter education and GOTV initiatives targeting AFL-CIO member households.
- Recruited volunteers and organized phone banks and canvassing operations to solidify voter contact and turnout.

**Freelance Writer/Editor** | Heliopolis  
Shreveport, LA | Jan. 2016 – Dec. 2016

Wrote and edited local feature content, with additional work training media professionals on how to use public records requests as a reporting and accountability tool.

- Wrote and edited feature content for digital and print publication.
- Developed training and guidance for media professionals on creating, submitting, tracking, and appealing Freedom of Information requests.
- Distilled public records procedures into concrete guidance for journalists and community media contributors.

**Columnist** | New Paltz Times  
New Paltz, NY | Jan. 2008 – May 2009

Wrote a recurring local politics column focused on municipal government, public policy, elected officials, and community issues in New Paltz and the surrounding region.

- Published bi-weekly commentary on local government, public policy, elections, and community developments.
- Analyzed local issues in a way that connected political decisions to real-world impacts for residents, workers, and local institutions.
- Tracked local government activity, regional political dynamics, and community concerns to inform timely commentary.

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## Academia

**Adjunct Professor, Records and Information Management** | University of Alabama  
Remote, USA | May 2015 – Sep. 2016

Taught online Records and Information Management coursework, structured assignments, and learning materials for graduate students.

- Taught online Records and Information Management courses serving 60+ graduate students.
- Developed syllabi, lectures, assignments, assessments, guest speaker plans, and online course materials.
- Translated records concepts into applied instruction on retention, compliance, documentation, access, and information governance.
- Structured remote course delivery for both synchronous and asynchronous learning.
- Provided feedback that empowered students to connect records theory to real organizational practice.

**School Library Media Specialist** | Caddo Parish School Board  
Shreveport, LA | Jun. 2014 – Sep. 2017

Oversaw school library operations and instructional support for an elementary school, combining literacy programming, collection management, technology, and classroom instruction.

- Delivered instruction and library services to 750+ students per week while supporting 30+ teachers with curriculum resources and classroom collaboration.
- Managed collection development, acquisitions, weeding, inventory, circulation reporting, and library planning.
- Used student performance, circulation, and assessment data to guide programming, outreach, collection decisions, and instruction.
- Developed literacy initiatives, technology lessons, newsletters, resource lists, surveys, forms, and reference materials.
- Administered library budgets, coordinated donations, organized book fair activity, and secured grant funding for STEAM materials.
- Improved assessed instruction outcomes from 67% pre-test performance to 100% post-test performance.

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## Education

**Master's in Library and Information Studies, University of Alabama**

- Concentration: Archives and Records Management

**Master's in Public Administration & Policy, State University of New York: Albany**

- Concentration: Public Management
- Concentration: Policy, Politics & Institutions

**Bachelor of Arts, State University of New York: New Paltz**

- Major: Women's Studies
- Minors: Black Studies; Art History

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## Technical Skills

- **Public Records and Governance Systems:** JustFOIA | Laserfiche | SharePoint | Records Management Frameworks | Retention Scheduling | Compliance Tracking | Disclosure Workflows | Statutory Timeline Tracking
  - **Project, Workflow, and Documentation:** Asana | Trello | Process Street | Airtable | Slack | Monday | Zoom | Loom | Microsoft Office | Google Workspace
  - **CRM, Reporting, and Data:** Salesforce | HubSpot | Zoho | Excel | Google Sheets | Power BI | Data Cleanup | Data Validation | Migration Support
  - **Training and Virtual Delivery:** Moodle | Wimba | Kaltura | Webex | Microsoft Teams | Consensus | Webinar Tools | Remote Training Platforms
  - **Design, Publishing, and Web:** Adobe Creative Cloud | Inkscape | Canva | Prezi | WordPress | Wix | Squarespace | HTML
  - **AI, Research, and Knowledge Tools:** ChatGPT | Claude | Gemini | Perplexity | Glean
  - **Business and Administrative:** WordPerfect | QuickBooks | JEXL
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## Selected Board, Civic, and Community Leadership

### **We Hear You Shreveport, Co-Founder, 2020 – Present**

- Community accountability organization focused on public records, police accountability, local government transparency, and civic action.

### **Shreve Memorial Library Board of Control, Member, 2020 – 2024**

- City Council appointment to governing board for a public library system, with committee service in facilities planning, policy review, nominations, personnel, and finance.
  - Architect Selection Committee, 2022 – 2024
  - Policy Review Committee, 2022 – 2024
  - Nominating Committee, 2022
  - Personnel Committee, 2021
  - Finance Committee, 2020 – 2021

### **City of Shreveport Commission on Race and Diversity, Member, 2020**

- Mayoral appointment to city commission focused on racial equity, public accountability, and community concerns.

### **Fuller Center for Housing of Northwest Louisiana, Board of Directors, 2018–2019**

- Board service supporting nonprofit housing work, financial literacy, community development, and organizational governance.

### **Little Free Library: Shreveport, Coordinator, 2012 – 2024**

- Organized neighborhood literacy access efforts through volunteer library placement and maintenance and drafted policy revisions in conjunction with City Council Members, adopted in the City Code of Ordinances.

### **Sex Workers Outreach Project, 2015 - 2024**

- Advocacy and harm reduction organization focused on rights, safety, public education, and community support.
  - National Board of Directors, Member, 2015 – 2016

- Shreveport/Bossier City Chapter Coordinator, 2014 – 2024

### **Planned Parenthood of the Mid-Hudson Valley, Board of Directors, 2004 – 2009**

- Board and committee service supporting reproductive health, youth outreach, advocacy, and community education.
    - Young Leaders Advisory Board, Chair
    - Youth Outreach Committee, Chair
    - Advocacy and Outreach Committee, Chair
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### **Selected Awards, Honors, and Grants**

- **Grantwriter, Willis Knighton Health System Grant**, prepared on behalf of Caddo Parish Commissioner Roy Burrell for the Inner City Entrepreneur Institute (ICE)/BizCamp, 2019
  - **40 Under 40 Honoree**, Shreveport Chamber of Commerce Young Professionals Initiative, 2015
  - **Outstanding Service by a Graduate Student**, University of Alabama College of Communication and Information Sciences, 2013
  - **Recipient, Jewell Sandoval Research Fund**, University of Alabama School of Library and Information Science, 2012
  - **Recipient, Bernice K. Stacy Endowed Scholarship**, University of Alabama School of Library and Information Science, 2012
  - **Recipient, Donald B. Peterson Student Travel Award**, Society of American Archivists, 2011
  - **Recipient, Pride of Ulster County Award**, Ulster County Legislature, 2009
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  - **Recipient, Best Presentation ROCKY Award**, Rockefeller College of Public Affairs and Policy, SUNY Albany, 2005
  - **Recipient, Alice Fix Award**, SUNY New Paltz, 2003
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### **Selected Publications and Presentations**

- Turner, B. "Shreveport Rugby Football Club Celebrates 40th Anniversary." Heliopolis, 2017.
  - Turner, B. "An Unwanted Truth About Sex Trafficking in Shreveport." Heliopolis, 2016.
  - Turner, B. "Between the Lines." Parishscope, Spring 2016.
  - Turner, B. "Between the Lines." Parishscope, Spring 2015.
  - Turner, B. "To Catch a Thief." New York Archives Magazine, 2010, 10(2): 6–7.
  - Turner, B. "Favorite Collaborative Tools in Preservation." Society of American Archivists Annual Meeting, 2012.
  - Turner, B. et al. "Theft Transparency in the Digital Age: Stakeholder Perspectives." Society of American Archivists Annual Meeting, 2011.
  - Bowling, M. and Turner, B. "To Preserve and Protect: Security Solutions for New York's Historical Records." New York State Archives, multiple New York locations, 2010 – 2011.
  - Leab, K. et al. "Missing Materials." OCLC Webinar Series, 2010.
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### **Professional Credentials and Certifications**

- Project Management Professional Pre-Qualification, Project Management Institute, 2025
- Certified Records Manager Candidate, Institute of Certified Records Managers, 2013

- Certified Archivist, Academy of Certified Archivists, 2012
- Public Librarian Professional Certification, New York State Education Department, 2012
- New York State Notary Public, 2007