

# BRITTANY TURNER

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## STRATEGIC OPERATIONS, POLICY, AND PUBLIC-SECTOR LEADER

Policy strategist and operations leader with executive advisory experience spanning mayoral administration, legislative coalition-building, federally funded initiatives, public-sector systems implementation, and client-facing program delivery. Proven record building cross-sector partnerships, drafting policy and governance frameworks, managing high-stakes initiatives, and translating complex requirements into practical workflows, training, and measurable outcomes. Experienced operating in politically sensitive environments under intense public scrutiny.

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## CORE COMPETENCIES

- **Operations and Delivery:** Strategic Operations | Implementation and Delivery | Project and Program Management | Cross-Functional Coordination | Change Management | Procedure Evaluation and Workflow Optimization
  - **Policy and Governance:** Policy Analysis | Compliance | Records and Information Governance | Public Affairs and Government Relations
  - **Engagement and Communication:** Stakeholder Engagement | Public and Strategic Communications | Training and Facilitation | Marketing and Business Development | Research | Client Service
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## EXPERIENCE

### Account Manager, Client Services

Transportation Insight/Nolan Transportation Group | Remote, USA

Apr. 2026 – Present

Provide strategic logistics consulting and relationship management for client accounts, aligning transportation needs with service solutions that improve performance, reduce costs, and support long-term retention.

- Analyze client transportation data weekly to identify trends, service issues, and opportunities for freight savings and operational improvement.
- Advance client requests through resolution, ensuring steady progress, cross-functional follow-up, and strong client satisfaction.
- Conduct monthly client reviews focused on carrier performance, service utilization, client priorities, and opportunities for efficiency or organic growth.
- Assess client use of company tools and services, document adoption and satisfaction, and introduce additional solutions aligned with client needs.
- Recommend cost-minimization strategies and alternative shipping solutions that preserve or improve service quality.
- Coordinate with internal and external stakeholders to address client needs, improve processes, and strengthen service delivery.
- Produce client case studies highlighting use of Transportation Insight products and services for retention and marketing support.

- Provide training and guidance to Logistics Analyst personnel in support of account performance and client service excellence.

### **Solution Consultant and Project Implementation Coordinator**

JustFOIA | Remote, USA

Mar. 2024 – Apr. 2026

Managed public-sector sales and implementation for records-request software used by municipalities, counties, school systems, higher education institutions, special districts, and state agencies, with a mid-2025 transition from sales into implementation.

- Supported government entities across municipalities, counties, K–12 systems, higher education institutions, special districts, and state agencies, aligning software solutions to varied legal and operational requirements.
- Advanced public-sector business development across an eight-state Northeast territory, contributing to proposal strategy, competitive positioning, and solution alignment.
- Led discovery, workflow design, system configuration, and process refinement for records-request management, aligning software setup to agency compliance and routing needs.
- Directed implementation across 30+ government projects, including SSO-enabled environments and payment-portal integrations with third-party processors, configuring request workflows, forms, user permissions, and agency-specific settings.
- Delivered 7+ hours of live training per net-new implementation, equipping agency staff to manage request intake, compliance routing, statutory deadlines, document handling, and transparency workflows.
- Created client-facing implementation resources covering launch planning, dashboards, email templates, redactions, request configuration, and advanced product features.
- Translated evolving state public-records requirements into operational recommendations for system configuration, workflow design, and client adoption.
- Oversaw concurrent multi-jurisdictional implementations in complex political and regulatory environments, supporting onboarding, go-live preparation, and long-term client adoption.

### **Client Success and Project Manager**

AFS Logistics | Remote, USA

Nov. 2019 – Aug. 2023

Oversaw complex logistics implementations and client transitions across parcel cost management and audit services, driving cross-functional coordination, reporting, and process improvement.

- Oversaw 600+ client implementations and migrations, reducing average implementation timelines by 21% through automation, process redesign, and tighter cross-functional coordination.
- Coordinated launches across Sales, Cost Management, Account Management, Audit, Analytics, Billing, and Client Success teams in support of client onboarding and service activation.
- Developed implementation reporting and operational metrics to track launch status, billing readiness, hold activity, and delivery delays.
- Removed process bottlenecks involving renewals, billing notifications, launch clarifications, and historical data-load procedures.
- Refined SOPs, migration instructions, task workflows, and implementation documentation to improve consistency, accountability, and launch execution.

## **Owner**

Signport | Shreveport, LA

Sep. 2018 – Dec. 2023

Owned and operated a small print and design business, managing client service, project delivery, production, and day-to-day business operations.

- Oversaw projects for 50+ clients, including quoting, design revisions, scheduling, production, and delivery.
- Created print and visual materials for small-business and community clients using Inkscape and Canva.
- Managed customer communication, sales, workflow management, and administrative functions across the full project lifecycle.
- Balanced design, production, and service priorities to deliver finished products tailored to client needs and deadlines.

## **Co-Founder and Chief Administrative Officer**

Cotton St Farms | Shreveport, LA

Jan. 2017 – Dec. 2019

Co-founded an indoor hydroponic farm startup, leading business planning, administrative operations, e-commerce systems, marketing strategy, and community-facing growth initiatives across direct-to-consumer and business-to-business channels.

- Co-launched a startup recognized as a finalist in the 2017 Louisiana Start Up Prize, contributing to business planning, financial modeling, loan and grant applications, and go-to-market strategy for a downtown hydroponic farm and delivery service.
- Oversaw administrative and operating functions across budgeting, reporting, customer systems, e-commerce, inventory, and digital tools, including Ecwid, Square, Zoho, and Airtable.
- Developed marketing, communications, and customer-acquisition strategies spanning online storefronts, delivery channels, social media, press outreach, events, and neighborhood-based targeting, helping grow monthly engagement to 12,000+ contacts.
- Implemented a business model serving both consumers and commercial clients, with target-market planning focused on food-desert access, downtown revitalization, and higher-density and suburban delivery zones, with average order values reaching \$45.99.
- Orchestrated public-facing launch efforts, including open-house programming, press materials, partnerships with artists and local organizations, and broader community engagement around nutrition, urban agriculture, and workforce development.
- Created operational tools and documentation supporting inventory, product catalogs, seed planning, growing procedures, and startup execution across farm, delivery, and retail functions.

## **National Accounts Manager**

Praeses | Shreveport, LA

Sep. 2017 – Nov. 2019

Managed a national corrections telecommunications portfolio, driving contract compliance, vendor relationships, and service analysis across complex institutional accounts.

- Administered a portfolio of 75 facilities serving 92,000+ incarcerated and detained people across the United States.
- Oversaw a corrections telecommunications portfolio with documented annual topline values exceeding \$13M, including a private multi-facility corrections account above \$11.5M and a county corrections account above \$1.4M.
- Conducted monthly traffic analysis, remittance, and reconciliation processes, tracking revenue, commissions, forecast variance, and contract performance.
- Constructed an internal ticket tracker database and reporting framework to monitor issue volume, vendor trends, facility-level service problems, and average time to closure.
- Guided RFP process, contract extension analysis, vendor negotiations, facility installations, and service impact reporting.

### **School Library Media Specialist**

Caddo Parish School Board | Shreveport, LA

Jun. 2014 – Sep. 2017

Delivered classroom and library/media instruction while managing school library operations, collection development, literacy programming, and instructional support for students and teachers in an elementary school setting.

- Delivered instruction and library services to 750+ students per week while supporting 30+ teachers and classrooms through curriculum collaboration and resource alignment.
- Planned lessons, reading initiatives, technology support, and library programming that improved student pre-test scores from 67% to post-test scores of 100% in assessed instruction.
- Managed collection development activities including collection analysis, acquisitions, weeding, inventory, and circulation reporting, with average monthly circulation exceeding 2,500 items.
- Used student performance and usage data, including STAR, Accelerated Reader, TRAILS, and other assessment inputs, to guide programming, outreach, and library planning.
- Produced outreach materials and school-facing communications including newsletters, flyers, resource lists, special events, staff presentations, surveys, and library forms.
- Administered a dedicated book budget of \$7,614 and a dedicated supply budget of \$1,944, while coordinating donations, book fair activity, and additional library expenditures.
- Secured an approximately \$2,000 CASL grant to expand STEAM materials and prepared additional grant applications to support library programming and instructional resources.

### **Adjunct Professor, Records and Information Management**

University of Alabama | Remote, USA

May 2015 – Sep. 2016

Taught online coursework in Records and Information Management, combining subject-matter expertise with course design, instructional delivery, and student support in a virtual higher-education setting.

- Taught online Records and Information Management courses serving 60+ students.
- Developed syllabi, lectures, assignments, assessments, guest speakers, and online learning materials for adult learners in a higher-education environment.
- Structured course delivery through the Wimba platform, supporting student engagement and both synchronous and asynchronous remote instruction.
- Earned strong student feedback while teaching specialized content in records and information management.

- Translated professional records-management expertise into accessible, structured instruction for online learners.

### **Records Manager and Special Projects Librarian**

Shreve Memorial Library | Shreveport, LA

Nov. 2012 – Jun. 2014

Built records governance, policy, and access infrastructure for a 21-branch public library system serving 225,000+ residents, supporting transparency, information management, and operational consistency across administrative and public-service functions.

- Launched and executed a system-wide forms, policies, and procedures audit that identified 1,000 unique forms and exposed outdated, inconsistent, or conflicting practices.
- Served as the sole designated records custodian, drafting public-records request forms, confidentiality guidance, and request-handling procedures that strengthened lawful access and privacy protection.
- Drove system-wide audits of forms, website content, and intranet architecture, advancing information architecture and vendor-selection work for redesigned internal and public-facing information systems.
- Designed and delivered staff and leadership training in records identification, restriction levels, archival processing, and records management fundamentals through workshops, mini-sessions, and formal presentations.
- Authored policy proposals and procedural frameworks covering digitization, confidentiality, file naming, technology use, special collections, and administrative procedures, driving operational standardization across the library system.
- Researched and prepared business cases and budget proposals for records-preservation and digital archiving tools, including website archiving, social media archiving, and preservation equipment.
- Established records planning frameworks for special collections, digitization, storage, and public access, including copyright, privacy, and archival preservation requirements.

### **Freelance Writer/Editor**

Heliopolis | Shreveport, LA

Jan. 2016 – Dec. 2016

Authored and edited special-interest content for a local web and print publication.

- Wrote and edited feature content for publication across digital and print formats.
- Developed training and coached media professionals on creating, submitting, tracking, and appealing Freedom of Information Requests.

### **Co-Coordinator, Edwards for Governor**

American Federation of Teachers | Shreveport, LA

Sep. 2015 – Nov. 2015

Coordinated labor-focused voter education and turnout efforts in support of a statewide gubernatorial campaign.

- Led voter education and GOTV initiatives targeting AFL-CIO member households.

- Recruited volunteers and organized phone banks and canvassing operations to support voter contact and turnout.

### **Project Manager, "To Preserve and Protect"**

New York State Archives | Albany, NY

Mar. 2010 – May 2011

Coordinated a federally funded statewide archival security initiative focused on historical records theft prevention, risk mitigation, and cultural heritage asset protection.

- Managed a National Historical Publications and Records Commission (NHPRC)-funded project designed to help archives and historical records repositories strengthen theft prevention, response planning, and records protection practices across New York.
- Forged a partnership between the New York State Archives and the National Archives and Records Administration (NARA), aligning state and federal stakeholders around archival security and risk planning.
- Organized 10 statewide workshops reaching 120+ attendees, managing registration, scheduling, venues, handouts, and evaluation activities; designed the feedback tool and achieved an overall workshop score of 94%.
- Authored a web-based Security Resource Center featuring handbooks, suggested guidelines, sample forms and policies, toolkits, training, outreach materials, and recovery resources for government and non-government repositories.
- Produced practical security tools including researcher registration forms, rules acknowledgements, identification-verification guidance, theft-response checklists, found-item forms, and documentation templates.
- Conducted research and methodology development on historical records theft, contributing to one of the broadest known datasets on the subject and translating findings into implementation guidance, training content, and repository-facing resources.

### **Coordinator and Organizer (Assumed Operational Leadership as Interim Director During Leave)**

Hudson Valley Area Labor Federation | Newburgh, NY

Jan. 2008 – May 2009

Directed legislative, coalition, and civic engagement strategy across seven New York counties on behalf of 100,000+ union members and affiliated organizations.

- Assumed operational leadership during the Executive Director's extended leave, overseeing day-to-day activities, board reporting, 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 strengthen labor-government coordination and policy engagement.
- Built coalitions among trade unions, elected officials, workforce advocates, and community organizations to support labor and public-policy initiatives.
- Directed political and civic engagement efforts, including candidate vetting, endorsement coordination, issue-based voter outreach, and regional GOTV activity.
- Organized public forums, rallies, and leadership events featuring elected officials and community stakeholders.

- Prepared legislative briefings, policy analyses, strategic recommendations, and public-facing content, including website materials and email newsletters.

### **Columnist**

New Paltz Times | New Paltz, NY

Jan. 2008 – May 2009

Wrote a bi-weekly local politics column analyzing public issues, elected officials, and community developments in New Paltz and the surrounding region.

- Published recurring commentary on local government, policy, and political developments for a regional readership.

### **Village Clerk**

Village of New Paltz | New Paltz, NY

Jan. 2007 – Oct. 2007

Managed municipal records, board administration, elections, and public-facing government operations, supporting transparency, compliance, and day-to-day service delivery for the Village.

- Maintained custody, indexing, archiving, and retrieval of Village records in both physical and electronic formats, improving public access 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 coordinating follow-up on Board actions.
- Served as Records Management Officer, supporting FOIL requests and maintaining records related to contracts, lawsuits, easements, deeds, deficiencies, and ongoing Village projects.
- Assisted residents and other stakeholders with permits, forms, records access, and front-counter transactions involving taxes, rents, fines, and other receivables.
- Designated as Chief Elections Officer for the Village, overseeing election notices, absentee ballots, petitions, candidate records, polling-place preparation, and ballot administration.

### **Special Projects Coordinator**

Family Planning Advocates of New York State | Albany, NY

Jan. 2006 – Dec. 2006

Supported statewide advocacy and public-education campaigns advancing reproductive health and rights through communications, coalition engagement, conference planning, media support, and issue-based educational resources.

- Generated and tracked 13 million gross impressions through press coverage and media placements to monitor campaign visibility and message reach.
- Drafted press releases, op-eds, letters to the editor, legislative materials, and coalition communications supporting advocacy and public engagement efforts.
- Wrote, organized, and laid out content and advertising for major print publications, including conference journal materials and advocacy resources.
- Assisted with conference planning, public education initiatives, organizational DEI initiative, and faith-based advocacy materials, including toolkits developed through Concerned Clergy for Choice.

## **Co-Chief of Staff/Special Assistant to the Mayor**

Mayor Jason West | New Paltz, NY

Jan. 2004 – Aug. 2004

Advised the Mayor during a nationally significant same-sex marriage initiative, supporting executive strategy, public communications, fundraising, and stakeholder coordination under intense legal and media scrutiny.

- Coordinated 100+ interviews, media appearances, and press interactions, including national coverage through Primetime Live, The Today Show, and People Magazine.
- Mobilized 100+ volunteers and donors, supporting public engagement, political outreach, and executive operations.
- Shaped fundraising strategy and donor outreach, including work tied to the creation of the Generation Project PAC.
- Drafted statements, talking points, press materials, and event materials to support public messaging and high-profile advocacy efforts.
- Organized 20+ community events, public appearances, and advocacy actions, helping build momentum for same-sex marriage in New York State.

## **Organizer and National Outreach Liaison**

March for Women's Lives | Washington, DC

Sep. 2003 – Jan. 2004

Supported national reproductive-justice organizing through regional event coordination, coalition outreach, volunteer mobilization, and public-facing advocacy.

- Organized Eastern Region events in Boston, Philadelphia, and Washington, DC, coordinating logistics and outreach to support large-scale movement participation.
- Prepared travel and organizing guides for coalitions and volunteers in 25 states, helping standardize participation and mobilization efforts.
- Worked closely with affiliate partners including NARAL Pro-Choice America, the Feminist Majority, the National Organization for Women, and Planned Parenthood Federation of America to strengthen coalition coordination.
- Represented the organization at public speaking engagements, events, and conferences, advancing awareness and support for reproductive justice.

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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 Governance Systems:** JustFOIA and comparable public records request platforms | Laserfiche | SharePoint | Records management frameworks | Retention scheduling | Compliance tracking | Workflow design for disclosure review, statutory timelines, and audit readiness
- **Project, Process, and Collaboration Tools:** Asana | Trello | Process Street | Airtable | Slack | Zoom | Loom | Cross-functional implementation planning | Process design | Workflow optimization | Documentation | System configuration
- **CRM, Data, and Reporting Tools:** Salesforce | HubSpot | Zoho | CRM systems for pipeline tracking, data integrity, reporting, and migration | Microsoft Excel | Google Sheets | Data cleanup, validation, and records standardization across systems | Power BI
- **Training, Learning, and Virtual Delivery:** Moodle | Wimba | Kaltura | Webex | Microsoft Teams | Consensus | Virtual training design and delivery | Webinars | Synchronous and asynchronous learning development
- **Content, Design, and Digital Publishing:** Adobe Creative Cloud | Inkscape | Canva | Prezi | WordPress | Wix | Squarespace | HTML | Digital publishing | Visual communication | Web content management
- **AI, Research, and Knowledge Tools:** ChatGPT | Claude | Gemini | Perplexity | Glean | AI-assisted research, drafting, synthesis, and workflow support
- **Business and Productivity Tools:** Microsoft Office Suite | Google Workspace | WordPerfect | QuickBooks
- **Additional Technical Capabilities:** JEXL (JSON Expression Language) for logic-based configuration | Social media platforms for outreach and communications, including Facebook, Instagram, TikTok, and YouTube | Systems implementation | User training | Adoption support

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## SELECTED BOARD, CIVIC, AND COMMUNITY LEADERSHIP

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

Shreve Memorial Library Board of Control, Member (Mayoral Appointment), 2020 – 2024

- 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 (Mayoral Appointment), 2020

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

Little Free Library: Shreveport, Coordinator, 2012 – 2024

Sex Workers Outreach Project, 2015 - Present

- National Board of Directors, Member, 2015 – 2016
- Shreveport/Bossier City Chapter Coordinator, 2014 – Present

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

- 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
  - **Recipient, Pride of Ulster County Award**, Ulster County Legislature, 2008
  - **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

### Selected Publications

- 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.

### Selected Presentations

- 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 PRIOR 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