

Projects

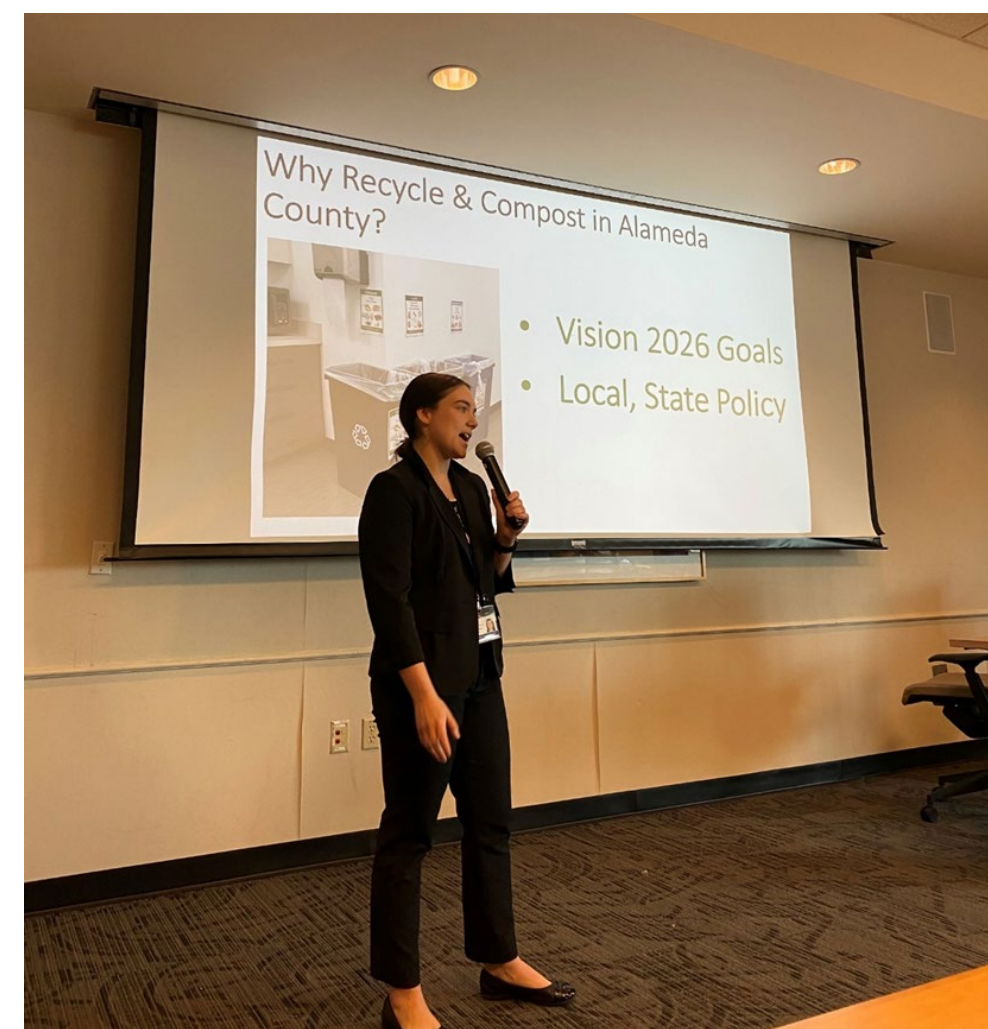
While at Alameda County, I managed waste operations of 57 County facilities to ensure continuity of service requests and billing, designed employee waste reduction education campaigns, and implemented projects refreshing recycling programs at County facilities.

Composting Outreach Campaign at County Employee Health Expo

- Scoped project using Technology of Participation (ToP) Accelerated Action Plan method
- Designed outreach strategy using Community-Based Social Marketing (CBSM) concepts to increase sustainable behavior using elements of “gamification” and social norming
- Managed project task flow, design of outreach materials, and follow-up coordination
- Tabled the event for three days, interacted with 350 employees, and championed paper towel composting campaign

Building Recycling Refresh at Social Services Building

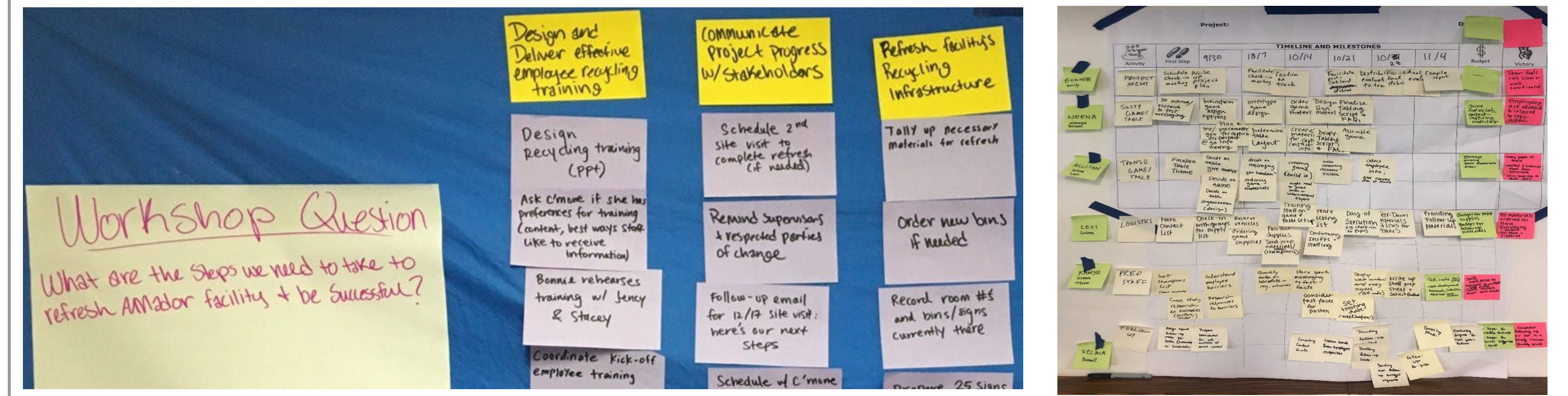
- Followed up on employee requests for recycling training and infrastructure updates
- Conducted project scoping with ToP Consensus Workshop and timeline project plan
- Updated recycling infrastructure on 6 floors
- Developed a building-wide recycling guide memo circulated to 250 people
- Conducted three employee recycling trainings for 67 employees



Project Planning Process

Step 1. Conduct ToP Consensus Workshop: project question (far left); project elements (yellow cards); subtasks (purple cards)

Step 2. Organize Timeline Project Plan: project element & subtask sticky notes arranged in chronological order on calendar



Lessons Learned

Successful Strategies

1. Design behavior change campaign using CBSM
2. Provide great customer service by always seeking feedback and following-up
3. Scope project plan early on with ToP Consensus Workshop

For Expansion of Refresh Projects

1. Solicit client feedback after refresh and recycling trainings to evaluate changes
2. Foster working relationship across departments and agencies
3. Be creative in outreach and stakeholder engagement

