


Drew Brinkley

 <https://drewbrinkley.github.io/>

 Upper Darby, PA

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Diverse responsibilities in a dynamic environment including animal shelter population management, statistical reporting and data analysis, safety, investigations and case management, and program development.

Focused commitment on customer service in personal interactions and in workplace culture.

PROFESSIONAL EXPERIENCE

Hearing Officer

Arkansas Driver Services - Jonesboro, AR
MARCH 2018 - AUGUST 2021

Conducted hearings allowing drivers to contest administrative actions affecting their driving privileges. Assisted drivers with obtaining or reinstating driving privileges in accordance with state law.

Department Director

Guilford County Animal Services - Greensboro, NC
AUGUST 2016 - JULY 2017

Directed all operations of the Animal Services department with 45 employees in the Animal Shelter and Animal Control divisions. Prepared and administered annual budget of \$3.8 million.

- Introduced progressive programs resulting in increasing adoptions 13% and decreasing euthanasia by 30%
- Developed strategic plan for Animal Services to address improving communication, increasing adoptions, enhancing animal care, and decreasing shelter intake
- Led enforcement and investigation of Animal Control activity
- Hired 21 new staff members, including 6 in management

Operations Manager

Orange County Animal Services - Chapel Hill, NC
NOVEMBER 2007 - JULY 2016

Led the team of animal care and medical staff at the animal shelter. Managed operations pertaining to adoption, shelter intake, lost/found pets, customer service, and investigating major Animal Control cases.

- Gathered data and produced static reports with spreadsheets and SQL to analyze sheltering and animal control activities
- Developed and implemented guidelines for animal care
- Recruited, selected, trained, and managed staff
- Managed budgeting, inventory, and ordering of supplies

SKILLS

Employee recruitment, training, and performance management

Budget preparation and administration

Oral and written communication

Strategic planning

Customer service

Investigations and case management

Programming: R, SQL

Data Visualization: Tableau, Excel, Google Sheets

Data Cleaning, Data Analysis, Data-driven Decision Making

HIGHLIGHTS

Financial responsibility to **\$3.8 million**

Recruited, hired, and trained more than 50 employees.

Leveraged use of technology to reach new audiences and improve workplace efficiency

EDUCATION

B.S., Business Administration

KENAN-FLAGLER BUSINESS SCHOOL - University of North Carolina at Chapel Hill

CERTIFICATION

Google Data Analytics Certificate, Coursera 2021