

TAL ZAKEN

WORKING AT THE INTERSECTION OF DATA AND PEOPLE

CONTACT

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TOOLS + SKILLS

Tools: ArcGIS; QGIS; Python; Advanced Excel; VBA; PowerQuery; PowerBI; Visio; SQL; SSMS; MS Access

Skills: Spatial Analysis and Mapping; Project Planning; Project Management; Budgeting and Accounting; Partnership Development; Stakeholder Management; Contract Management; Group Facilitation; Process Improvement; Process Automation; Data Pipelining and Management; Data Analysis

EDUCATION

Brandeis University
2007-2011

BA in English Literature and Language, with Honors.

Allen Grossman Prize for Best Undergraduate Thesis.

EXPERIENCE

NYC Dept. of Sanitation, Bureau of Recycling and Sustainability

Senior Data Analyst, COVID-19 Response March 2020-Present

Manages inter-agency efforts to develop and maintain the Get Food NYC Map, NYC's official map of publicly accessible emergency food programs across the five boroughs.

Synthesizes complex reports for the Mayor's Office of Operations, NYC Food Czar, and City Council on food donations, composting, and recycling metrics. Develops, manages, maintains, and automates reporting pipelines for mission-critical dashboards.

Supports process improvement on inter-agency data projects, including customer service support that shortened response times for 2000+ complaints per day.

Partnerships and Programs Manager September 2017-July 2020

Managed all aspects of GrowNYC Zero Waste Outreach Services Contract, valued at \$11,000,000 over 5 years and covering 50+ workers. Responsibilities included work planning, budget negotiation, expense tracking, spending projection, day-to-day program administration, and future contract research.

Directed NYC's Citywide Drop-Off Composting program. Implemented a community partnership model that grew the program by 100 locations, without increasing costs.

Oversaw COVID-19 program emergency closures, including operations, public outreach strategy, and eventual contract suspensions. Developed reopening plan for City Council.

Managed agency's NYC Service fellowship program, including onboarding, training, and administration of 10+ full-time fellows serving in various offices across the agency.

Senior Coordinator, Organics Outreach October 2015-September 2017

Built DSNY's apartment building composting program, also serving nonprofits, institutions, and city agencies. Grew program enrollment to 200,000+ households.

Established program enrollment, onboarding, and service troubleshooting procedures.

Managed production of digital design assets, print materials, web content, phone and email campaign messages, and direct outreach strategy.

Supervised a team of six outreach workers conducting public awareness campaigns, technical trainings, and community engagement initiatives related to composting and apartment building recycling.

Snug Harbor Cultural Center and Botanical Garden

Project Coordinator, NYC Compost Project September 2014-October 2015

Planned, implemented, and managed a community composting program serving the North Shore of Staten Island.

Coordinated community training and volunteer programs at the Snug Harbor Heritage Farm. Facilitated a rotating series of environmental workshops for target audiences.

Developed monthly reports on outreach, education, technical assistance, and organics diversion activity metrics for executive staff and funding agencies.