

# TAL ZAKEN

WORKING AT THE INTERSECTION OF DATA AND PEOPLE

## CONTACT

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 <https://github.com/tal-z>

## TOOLS + SKILLS

**Tools:** ArcGIS; QGIS;  
Python; Advanced Excel;  
VBA; Power BI; Visio; SQL;  
Postgres; 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, Data Modeling

## 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 Specialist, COVID-19 Response** March 2020-Present

Wrote and implemented a geographic clustering algorithm for the GetFoodNYC program, for use in complex routing scenarios at the scale of 25,000+ stops over 20+ routes.

Managed development and maintenance of the GetFoodNYC Map, NYC's official map of publicly accessible emergency food programs across the five boroughs.

Synthesizes complex reports for the NYC Mayor's Office and NYC City Council on emergency food 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, 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.

### ***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 metrics for executive staff and funding agencies.