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Gayle S. McDonald

ADMINISTRATIVE PROFESSIONAL

Energetic, accomplished individual with experience and reputation for effective organizational and communication skills. Demonstrates ability to interpret and summarize data into meaningful information. Exceptional multi-tasking capabilities with effective time management techniques. Functions well in fast-paced environment. Reputation for integrity, problem-solving abilities, work ethic, and analytical skills. Experience working with public stakeholders and elected officials.

EDUCATION

University of Phoenix (UoP), Phoenix, AZ
Master of Business Administration, 2022

Florida Atlantic University (FAU), Boca Raton, FL
Bachelor of Science - Criminal Justice, 2010

Miami Central Senior High School, Miami, FL
Superintendent's Diploma of Distinction, 2003

WORK EXPERIENCE

June 2016 – June 2023

North Miami Community Redevelopment Agency (NMCRA)
North Miami, FL
Operations Director (October 2022 - June 2023)
Operations & Programs Manager (January 2020 - December 2022)
Interim Executive Director (December 2021 – July 2022)
Grants Coordinator (June 2016 – January 2020)

- Manage and provide leadership to a staff of five for day-to-day operations
- Work closely with CRA Board to coordinate priorities for CRA initiatives
- Assist in overseeing major infrastructure projects
- Prepare and draft annual budget and annual report to present to Advisory Committee, Board, and Miami-Dade County
- Assist with annual audits
- Coordinate grant programs in direct response to COVID-19 relief
- Review grant applications and supporting documentation for completeness and accuracy
- Maintain computerized and manual data files
- Drafts and prepares correspondence, memos, reports, and letters using computerized applications software and in some cases manual typewriters
- Assists general public and internal employees complete grant applications

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- Prepare and review Board agenda items, contracts, RFPs, and other legal and administrative documents necessary for implementing redevelopment projects
- Processes mail, reviews memos and documents for errors, and answers telephone
- Prepares and drafts annual reports, budgets, and agency brochures
- Prepares and uploads monthly Advisory & Board agendas
- Provide excellent customer service
- Maintain overall daily office tasks
- Process invoices, requisitions & purchase orders
- Assisted in the organization, content, and production of the North Miami CRA Standard Operating Procedure (SOP) Manual
- Attend conferences and meetings related Florida CRA's such as the International Council of Shopping Centers (ICSC) & the Florida Redevelopment Association (FRA) annual conferences

May 2015 – June 2016

City of North Miami
North Miami, FL

Personnel Clerical Specialist

- Reviews reports, paperwork and other information for completeness and accuracy; and makes corrections and adjustments necessary for accurate records and information
- Maintains computerized or manual data files
- Drafts and prepares correspondence, memos, reports, and letters using computerized applications software and in some cases manual typewriters
- Assists general public and internal employees complete job applications
- Provide excellent customer service
- Processes mail, reviews memos and documents for errors, and answers telephone

Nov. 2014 – January 2015

United States Postal Service (USPS)
Miami-Dade County, FL

Casual Mail Handler

- Unloaded mail trucks as they arrived at the post office and separated mail to be delivered locally which must be sent on to other distribution centers
- Removed mail from carrier sacks and prepared next load to be delivered
- Sorted mail according to country, state, zip code, and street according to established standards set by the US Department of Postal Services
- Organized mail into appropriately marked bins for delivery, storage, or transportation to other centers
- Operated sorting machinery for parcel post or processed packages, parcels, or letters.
- Processed mail using a variety of special equipment

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March 2012 – Sept. 2013

City of North Miami
Office of the Mayor & Council
Office of the City Manager

Office Assistant

- Responsible for maintaining appointments; and ensuring City Manager, Mayor, and Council members were well prepared for meetings, radio interviews, events, and council meetings
- Coordinated travel arrangements and accompanied members for press/promotional events, appearances, business and leisure functions
- Typing, photocopying, maintain files, answer telephone, computer data entry
- Provide information to residents and the public over the phone and in person
- Collect and process paperwork associated with departments, including use of financial software
- Event planning
- Design and produce brochures, flyers, reports, letters, and memos
- Coordinate calendar of events and meetings for Mayor & City Manager

SPECIAL SKILLS

Proficient in Microsoft Word, Publisher, PowerPoint, Excel, Internet Explorer, E-mail, and in the use of Fax, Scanner and Social Media Applications (Facebook, Twitter, Instagram, etc.); use of Tyler EDEN software, Knowledge of standard office principles and procedures, Knowledge of the capabilities and functions of word processing, spreadsheet and database applications software, Knowledge of basic math principles, Knowledge of principles of business English, grammar and punctuation, Knowledge of telephone etiquette, Skilled in prioritizing competing demands to ensure work is completed in a timely manner, Skilled in coding, recording, retrieving and verifying information, Skilled in dealing effectively with the general public, Ability to establish and maintain effective working relationships with those contacted in the course of work, and the ability to communicate effectively with others both orally and in writing.

- Certified Notary
- Florida Redevelopment Administrator (FRA-RA) Certification

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AWARDS AND CERTIFICATES

- Delta Mu Delta (April 2022)
- Golden Key International Honour Society (September 2021)
- Silver Knight Nominee, Honorable Mention (Business), May 2003
- Do the Right Thing Award (City of Miami Police Department), 2003
- Office of Workforce Development Education - Certificate for File Clerk, June 2000
- National Endowment for Financial Education; Certificate of Completion, June 2000
- Grant Writing 101, 2017
- The Broward County Building Officials Association, Permit Technician Course, May 2017
- National Incident Management System (NIMS) An Introduction IS-00700.a, July 2017
- Introduction to Incident Command System ICS-100, IS-00100.b, July 2017

REFERENCES

Available upon request