

PEGGY CASTANO

Pembroke Pines, FL 33029

☎ 786-261-7199 ✉ peg111679@aol.com <https://www.linkedin.com/in/peggy-castano-6aba5789/>

CAREER PROFILE

Civil Servant with 10+ years of leadership experience in both municipal government and the State of Florida agency. Accomplishments obtained through innovation and strategic planning to achieve the vision and mission of the organization. Experienced in municipal administration, policy development, and insightful team building skills, I am acknowledged as an effective communicator, employing cross-functional collaboration and interpersonal skills. Focused on process improvement, I am a fiscally conscientious, customer-centric, skilled resource employee. In my current position as **Administrative Services Manager/ Assistant to the City Manager**, my peers, staff, and superiors have variously described me as ethical, resourceful, loyal, and a passionate team leader.

SIGNIFICANT ACCOMPLISHMENTS WITH THE CITY OF LAUDERDALE LAKES

- * Manage the Mayor and Commission Office
- * Oversee Public Works Department
- * Oversee The City Clerk’s Office
- * Oversee PIO and all Public Relations of the City
- * Assist the City Manager with Special Projects
- * Monitor and Coordinate CIP projects (30M in Projects)
- * Successfully Manage the City Newsletter
- * Preparation of Legislative Agenda (State and Federal)
- * Implementation of Code Red
- * Manage all communications of the City (Social Media, Website, Newsletter, Lakes TV, Code Red)
- * Recovered 2.5M of grant reimbursements
- * Successfully developed, the State of the City 2017/2018/2019/2020

CAREER PROGRESSION

ADMINISTRATIVE SERVICES MANAGER/ASSISTANT TO THE CITY MANAGER

City of Lauderdale Lakes, FL

OCT 2015 – Present

My mission is to assist the City Manager with the implementation of council policies and encourage employees to complete their duties with pride and dedication. Bringing commitment and experience has allowed me to succeed in assisting the City Manager and focus on efforts in several areas. Those being: Supporting and managing Capital Improvement Projects; Management of the Public Information Office, Management of Legislative Aides, Enhancing Community Outreach; Enhancing and repairing Public Image; Improving the City’s interaction with our stakeholders.

In my years of municipal government I’ve obtained experience in multiple departments within the organization.

- Oversee special projects assigned by the City Manager.
- Manage grant reimbursements.
- Coordinate/Manage a successful State of the City Address for four years (2017, 2018, 2019, and 2020).
- Overhauled several internal operating policies which led to operational and administrative efficiencies.

EXECUTIVE ADMINISTRATOR TO THE CITY MANAGER

City of Opa-locka FL.

07/2013 – 10/2015

Assisted the City Manager with overseeing the day-to-day operations of all city departments. Served as an effective gatekeeper and provided efficient and productive services to all levels of government (City Manager, City Commission, Directors, and residents)

- Managed/directed all Community Development Block Grant (CDBG) funding, including project management/grant proposal writing.

- Co-drafted Community Challenge Grant; awarded a \$1MM HUD planning grant which was used to update City's Comprehensive Plan.
- Working with a local non-profit, achieved national recognition from the Housing and Urban Development (HUD) Secretary for attaining the Community Challenge Grant.
- Handled all confidential matters with the Human Resources Department.
- Served on the hiring panel for the City of Opa-locka.
- Assisted the Community Development Department with the implantation of the Certificate of Use Program, put in place processes and controls to make it an effective program with a fiscal benefit for the City.

**SENIOR SUPERVISOR FISCAL ANALYST (2007-2012)
State of Florida Probation and Parole**

07/2008 - 06/2013

During this tenure, I assisted the State Circuit to recover and/or distribute funds that had been wrongly assigned via restitution payments and judgements. I also monitored all actions causing a Fiscal impact to the Circuit. During my years in the Department I had a 95.9% success rate.

- Manage and monitor cell phones usage for probation officers
- Manage and approve travel vouchers for probation officers
- Part of the Special Recovery Team
- Implement all Court Orders as assigned by the Judge
- Provided training within the Circuit
- Receive and Document all restitution and supervision payments, prepared bank deposits, controlled inventory, and maintained equipment and technology
- Submit monthly report to my supervisors OP27, OP28, E1.
- Fingerprint and interview incoming high and medium risk offenders
- Assisted Officers and supervisors in the Circuit with the COPS report with a proven track record of a 94% decrease on all reports.

EDUCATION / CERTIFICATION

Masters in Public Administration, Barry University, Miami, Florida (Dec 2020)

Bachelor of Arts in Public Administration, Florida International University (FIU), Miami, Florida (2011)

Associates of Arts in Public Administration, Miami Dade College, Miami, Florida (2009)

Yellow Belt, Six Sigma Project Training

PROFESSIONAL REFERENCES

Kelvin L. Baker, City Manager
305-335-9174

Howard Brown, City Manager
Village of Indiantown
(305)788-9647

James Dobson, Chief of Police
City of Opa-locka
(954)560-0563

Maqsood Mohammad Nasir, PE, City Engineer, CIP Director
City of Lauderdale Lakes
(754)248-1004