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Brady Begin

EDUCATION

University of Georgia – *Master of Public Administration*

August 2020 - May 2022

Concentration in Local Government Administration

University of Washington – *Bachelor of Arts in Political Science*

September 2011 - May 2015

Minors in Law, Societies, & Justice and Labor Studies

PROFESSIONAL EXPERIENCE

City of Snohomish – *Economic Development & Outreach Coordinator*

August 2022 - Present, Snohomish, WA

- Review business license applications and manage partnership with Department of Revenue Business Licensing Service
- Advocate for businesses in city policies and processes and serve as a liaison between the business community and other city departments as necessary
- Represent the city at meetings of local business associations such as the Snohomish Chamber of Commerce and Historic Downtown Snohomish Association, as well as regional organizations such as Snohomish County and Economic Alliance Snohomish County
- Successfully applied for Snohomish County Hotel-Motel Small Fund grants for tourism promotion in 2023 and 2024
- Serve as staff manager for the Economic Development Advisory Board and Lodging Tax Advisory Committee; coordinate annual \$20,000+ Lodging Tax Grant Program
- Coordinated the design, implementation, and closeout of the \$450,000 Snohomish Thrives Grant Program for small businesses and nonprofits
- Procured technological solutions for economic development (Bludot), visitor data (Placer.ai), and community engagement (Polco)
- Surveyed home occupation businesses via direct mail campaign with 20% response rate; used responses to inform proposed code amendment to make doing business from home easier
- Contribute to general community engagement such as tabling at the Snohomish Farmers Market, drafting content for the Snohomish Quarterly magazine, and assisting with management of the city website and social media channels
- Prepare reports, presentations, and other materials for City Council and other board and commission meetings as necessary

University of Georgia Archway Partnership – Graduate Assistant

August 2020 - May 2022, Athens, GA

- Served as a resource for partner communities across Georgia by addressing their locally-identified needs through fact-finding research, making use of publicly available data (such as Census data) as needed
- Leveraged knowledge from coursework and professional associations to make suggestions as appropriate
- Prepared reports and presented findings to local stakeholders
- Example projects: Researching best practices for public engagement during COVID-19, drafting a narrative for a state rural zone application, identifying barriers to workforce development, exploring arts and culture-based economic development opportunities, assisting with a capital asset inventory

Sound Transit – Operations Executive Office Intern

May 2021 - July 2021, Seattle, WA

- Drafted a new standard operating procedure to coordinate the planning process for special event service
- Interviewed staff across several departments to identify strengths and weaknesses of the previous process
- Developed a simple Excel tool as a living document for staff involved in special event service to centralize planning information in SharePoint
- Provided suggestions for improving the approval process for special events without a service history

Historic Seattle – Engagement & Administration Coordinator

March 2018 - July 2020, Seattle, WA

- Owned office administration, including greeting guests, fielding phone calls, ordering supplies, troubleshooting equipment problems, managing a shared calendar, and mail intake
- Processed donor acknowledgments in eTapestry and ensured data integrity through regular data cleansing
- Maintained website, produced social media content, and drafted and disseminated monthly e-newsletter
- Assisted in coordinating logistics for education programs and execution of events

Kiva – Community Associate

September 2016 - March 2018, San Francisco, CA

- Provided customer service to lenders to the Kiva crowdfunding platform through email correspondence
- Responsible for closing 23.6% of open cases in Salesforce, with an average response satisfaction score of 4.12 and average tone satisfaction score of 4.46 (both above team goal of 4.00/5.00)
- Returned lenders' emails with a "time to first response" of 0.82 days (quicker than team goal of 2 days)
- Hired, onboarded, and supervised a team of 5 interns

The White House – Presidential Correspondence Intern

January 2016 - May 2016, Washington, DC

- Read incoming correspondence to the the President to determine appropriate response
- Analyzed and forwarded constituent casework to the appropriate federal government agencies
- Specialized in the Justice & Labor and Housing & Consumers portfolios
- Performed data entry for constituent casework as well as incoming calls to the White House Comment Line through the use of Salesforce