

NORMA LEWIS

PROJECT ENGINEER

Construction
Team



PROFESSIONAL SUMMARY

Highly promoted employee of the City of Milwaukee for 17 years. One of the first two certified Permit Technicians working for the City of Milwaukee. Assisted management in implementing the permit desk cashing process and created training program to teach contractors to interface with new program. Transitioned Admin section completely over to the new system within three months by training staff and working with stakeholders to demonstrate value added. Completed 2-year project with City Records to transfer records maintenance to their office which allowed admin to remove a seasonal temp position. With assistance from ITMD and in collaboration with the Treasurer's Office and the Comptroller from May-November 2018, created the process the Department of Neighborhood Services has used since 2018 to upload \$6 million of DNS special charges to the Treasurer's Office for creation of the annual property taxes.

SKILLS

- Zoning Review using MCO
- Accela, LMS
- Database administration
- Policy and procedure modification
- Team leadership
- Program management
- Customer and client relations
- Office management
- Records maintenance
- Workflow planning
- Account reconciliation
- Staff scheduling procedures
- Project management experience

PROJECT EXPERIENCE

- **Outreach OCH**
New Addition | Milwaukee, WI
- **ThriveOn King** | Milwaukee, WI
- **WCD** | Milwaukee, WI
- **Oklahoma Pump Station** | Milwaukee, WI
- **City of Milwaukee**
Administrative Services Supervisor
Milwaukee, WI
- **City of Milwaukee Dept of Neighborhood Svcs**
Permit Technician | Milwaukee, WI
- **Williams Lea, at Foley & Lardner**
Records Associate, Lead | Milwaukee, WI
- **City of Milwaukee Dept of Neighborhood Svcs**
Office Assistant III | Milwaukee, WI
- **City of Milwaukee Police Dept**
Office Assistant I | Milwaukee, WI

CERTIFICATIONS

- **Professional Management Certificate DNSU**
Administered by Cardinal Stritch University
August 2018

EDUCATION

- **Western Governors University**
BS - Business Administration
Expected 09/2022 | Salt Lake City, UT