

4/25/22 3:30

# MARK SHAHDA

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## PROFESSIONAL SUMMARY

Enthusiastic bilingual Deputy Director eager to lead my team to success through hard work, attention to detail and excellent organizational skills. Clear understanding of the City's policies and procedures to align with the Administrations vision.

Through my 24 years of experience with the Public Works Department, I am motivated to learn, grow, and excel while continuing self-development.

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## SKILLS

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|-----------------------------------|---------------------------------------|--------------------------------------|
| • Recruitment and Hiring          | • Verbal and Written Communication    | • Policy Development and Enforcement |
| • Budget preparation and tracking | • Team Leadership                     | • Multitasking and Prioritization    |
| • Capital Expenditures Oversight  | • Decision Making                     | • Bilingual in Arabic                |
| • Employee Motivation             | • Cost Reduction                      |                                      |
| • Departmental Oversight          | • Problem Anticipation and Resolution |                                      |

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## WORK HISTORY

### DEPUTY DIRECTOR OF PUBLIC WORKS 10/2019 to Current City Of Allentown, Allentown, PA

- Review each departments work performance and advise on ways to improve overall progress.
- Analyze completed projects against established budgets to track spending and determine levels of success.
- Manage, prepare and administer 10 budgets within Public Works for a total of over \$40,000,000.
- Assist in recruiting and hiring of team members.
- Address conflicts with staff and public immediately, listening to all sides and making educated decisions regarding resolutions.
- Guide team members to maintain high productivity and performance metrics.
- Deliver workflow strategy and develop systems and procedures to improve operational quality and team efficiency.
- Boost team member productivity by enhancing performance monitoring and instituting motivational approaches.
- Delegate daily tasks to employees, streamlining daily progress and efficiency.
- Interact well with constituents and customers to build connections and strengthen relationships.

## **STREETS SUPERINTENDENT 05/2012 to 10/2019**

**City Of Allentown, Allentown, PA**

- Managed complete street construction process to maximize quality, cost-controls, and efficiency.
- Supported project coordination and smooth workflow by coordinating materials and manpower.
- Prepared and managed 5 budgets within the Streets Department.
- Managed over 50 employees performing duties within the various Streets Department programs.
- Maintained safety onsite and upheld all safety protocols.
- Worked with various City Departments to accomplish all objectives and achieve best results by working as a team.
- Managed a comprehensive emergency management program to provide weather related functions for safe travel for motorists.
- In 2013, the Stormwater program was integrated into the Streets Department as per the Concession lease agreement with LCA. Established key internal functions and outlined scope of positions for the newly created program.
- Reviewed each departmental employee's work performance and advised on ways to improve overall progress.
- Interviewed job applicants, asking appropriate questions regarding background, expertise, and education.

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## **EDUCATION**

**Lehigh Carbon Community College, Schnecksville, PA**

**No Degree, Criminal Justice**

Majored in Criminal Justice for a 1 1/2 years. At that time, my life objectives changed, and I chose a different path to start my career and elected to start my career with the City of Allentown as a Maintenance Worker 1 in the Streets Department.

**Louis E Dieruff High School, Allentown, PA**

**High School Diploma, 06/1994**

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## **CERTIFICATIONS**

- Class A CDL license with tanker endorsement
- InsideOut Coaching Training
- Snow and Ice Control Operations
- Effective Leadership Development (LMI Training)
- PEMA Recovery from Disaster G270.4 13.2
- FEMA Training (Continuity of Operations Planning for Pandemic Influenza's IS-00520
- FEMA Training (Introduction to the Incident Command System) ICS-100
- FEMA Training ((Introduction to the Incident Command System) IS-700

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## **LANGUAGES**

**Arabic**