

# Jamie Albrecht

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## EDUCATION

- Master of City Planning, University of California, Berkeley May 2019
- Bachelor of Arts in International Studies, American University, Washington, DC December 2010

## CERTIFICATIONS

- ICS-100, ICS-200, IS-368, IS-700, IS-800, Media 101, and Essential EOC Action Planning (G-626E)
- Local Volunteers and Donations Management (G288)
- Management of Spontaneous Volunteers in Disasters (G489)

## SKILLS

- Microsoft Office Suite, Salesforce, Adobe Creative Suite, Markdown, GitHub, Stata, and ArcGIS
- Hazard mitigation, community education and engagement, and volunteer management
- Qualitative and quantitative research
- Fluent in Spanish

## EXPERIENCE

### Emergency Services Coordinator

April 2023 - Present

*Office of Emergency Services (OES), City of Berkeley, Berkeley, CA*

- Managing the 2024 local hazard mitigation planning process that includes staff from various departments and divisions, external partners, community members, scientists, researchers, and local officials.
- Collaborating with city staff, hazard experts, and community partners to write the 2024 Local Hazard Mitigation Plan.
- Performing Emergency Operations Center duties as assigned.
- Training staff on the City's Emergency Operations Plan and Emergency Operations Center functions.
- Promoting community engagement and awareness of disaster preparedness and mitigation planning.
- Representing the city at community events, commission meetings, trainings, exercises, and drills.
- Educating the public on disaster preparedness during regular events, meetings, and trainings.

### Disaster Manager

January 2022 - March 2023

*California Volunteers, Office of the Governor, Sacramento, CA*

- Writing and implementing Emergency Support Function 17: Volunteer and Donations Management.
- Conducting research and identifying resources to support local government in working with non-governmental organizations per Assembly Bill 2213.
- Serving State Volunteer and Non-Governmental Organization Coordinator during disasters.
- Building AmeriCorps volunteer capacity to support disaster mitigation, preparedness, response, and recovery efforts statewide.
- Conducting volunteer recruitment and awareness campaigns.
- Deploying to the State Operations Center or Joint Field Office to provide volunteer resources, support donations management, and offer subject matter expertise on volunteer use.
- Managing the Disaster Support Specialist.
- Providing ongoing reports of California Volunteers' emergency efforts to the Governor's Office, the California State Legislature, and internal and external stakeholders.

**Manager, Democratizing Resilience and Disaster Recovery (DRDR)**  
*2022 Enterprise Community Partners, San Francisco, CA*

April 2021 - January

- Created <https://www.communitypoweredresilience.org/> to provide community organizations, local government, and philanthropy clear resources and actions to take for equitable disaster planning and recovery.
- Held user interviews, content testing sessions, and focus groups to understand how the website meets community needs.
- Updated and edited the website for accessibility, clarity, and alignment with Enterprise's goals.
- Led weekly team meetings to review content, fix website issues, and brainstorm future iterations.
- Facilitated meetings with the Advisory Board, funders, and community partners to collect feedback and strategize next steps.
- Developed plans for programming to activate the website and ensure its use.

**Communications Specialist**  
*Earthquake Engineering Research Institute (EERI), Oakland, CA*

January 2021 - July 2021

- Responsible for all communications with the 2,000 members of the EERI community.
- Wrote content for the EERI website, newsletter, social media, and membership materials.
- Created marketing materials and communications strategies for webinars, seminars, annual meetings, national conferences, publications, and other initiatives.
- Supported the publication of the EERI journal by curating content for members and sharing it with them regularly.
- Analyzed communications strategies and made improvements as necessary.

**Design Strategy Manager**  
*Impact360 Alliance, Remote*

September 2019 - December 2020

- Developed stronger connections between researchers and practitioners working on natural hazards and disasters through training, coaching, and inclusive problem-solving processes.
- Led the design, development, and iteration of Toolkit360, a set of 12 tools for facilitating problem-solving to reduce natural hazard impacts and disaster risk.
- Coached natural hazard researchers and practitioners to use new problem-solving tools.
- Facilitated internal discussions to develop and document Impact360's approach to facilitation, coaching, training, and design.

**Intern**  
*Office of Emergency Services (OES), City of Berkeley, Berkeley, CA*

April 2018 - September 2019

- Co-managed the local hazard mitigation planning process that includes staff from various departments and divisions, external partners, community members, scientists, researchers, and local officials.
- Collaborated with city staff, state, and federal agencies to update the 2019 Local Hazard Mitigation Plan.
- Performed Emergency Operations Center duties during activations as assigned.
- Created maps with the latest data on potential and current hazards in Berkeley.
- Promoted community engagement and awareness of disaster preparedness and mitigation planning.
- Represented the city at community events, commission meetings, trainings, exercises, and drills.
- Educated the public on disaster preparedness during regular events, meetings, and trainings.

**Information Designer**  
*18F, General Services Administration (GSA), San Francisco, CA*

June 2016 - June 2018

- Advised executives at client agencies, including Health and Human Services and the White House, on how to use technology to improve the public experience with income-based benefits programs.
- Led content redesign for the National Library of Medicine's ClinicalTrials.gov and the Department of Interior's Natural Resources Revenue Data website.
- Created a service blueprint or map of NASA's Small Business Innovation Research application process.
- Translated Login.gov, a single sign-on platform for government services, into Spanish.
- Taught design thinking and ethnographic research methods in Spanish to a team at the Inter-American Foundation in Guatemala City, Guatemala.

**Co-Founder and Talent Manager**

February 2014 - June 2016

*18F, General Services Administration (GSA), Washington, DC*

- Nominated for federal executive board federal employee of the year in 2016.
- Winner of Administrator's award for excellence in performance in 2015.
- Established 18F, an office inside GSA that collaborates with other federal agencies to fix technical problems, build products, and improve how government serves the public.
- Designed a fair and effective business process that hired more than 75 digital service experts into the federal government in less than one year.
- Developed the recruitment, candidate outreach, and communications strategy for all 18F talent acquisition.
- Operationalized offices in Washington, DC, San Francisco, Chicago, and New York.

**Youth and Community Development Specialist**

July 2011 - August 2013

*United States Peace Corps, El Salvador*

- Negotiated agreements between public, private, and nonprofit agencies for community support.
- Researched and assessed primary needs of a Salvadoran town of more than 1,000 people through observations, surveys, and ethnographic interviews.
- Conducted more than 100 interviews with local leaders to build rapport and develop project ideas.
- Elected treasurer of the scholarship committee that managed a \$10,000 education grant.
- Researched and prepared grants for community development initiatives.
- Founded and directed a team of 25 youth to establish, maintain, and continually improve a weekly market that currently sustains five communities, four schools, and more than 2,000 people.
- Established clubs and camps benefitting over 300 youth that focused on leadership development, life skills, and civic participation by leveraging the use of sports and games, arts and crafts, and environmentalism.
- Trained 30 teachers on the development and implementation of a new participatory environmental education curriculum.

**Consumer and Paralegal Specialist**

January 2010 - August 2011

*United States Department of Justice, Washington, DC*

- Managed daily communications between the office and clients, consumers, and the public.
- Responded to a minimum of 25 consumer letters daily with accessible and actionable solutions.
- Conducted policy and legal research to present to senior staff on a weekly basis.

**Operations Coordinator**

May 2009 - August 2009

*Teach for America, Houston, Texas*

- Created an efficient transportation plan of bus routes from the University of Houston to 12 elementary and middle schools in the metropolitan area.
- Analyzed daily travel time data to make improvements to the transportation plan.
- Programmed four large-scale events of 1,000 plus attendees with the support of the Special Events Team.