

COURTNEY J. LYTLE

WORK EXPERIENCE

ADMINISTRATIVE SPECIALIST/SOCIAL MEDIA MANAGER

*City of Houston-Police Department/2016-present
Houston, TX*

- Writes content and schedules social media postings for recruitment of police officer candidates.
- Interacts with citizens and answers questions from potential candidates via social media platforms.
- Coordinates with colleges, universities, recruitment centers and military bases for visits and classroom presentations.
- Produce photography and videos for social media platforms.
- Assist with inquiries regarding application procedures and requirements.
- Collaborates with the Public Affairs and the Mayor's office on policy and continued growth of social media expansion.
- Creates announcements and reports for organization distribution.
- Produce PSAs for social media sites.

ADJUNCT PROFESSOR

*Texas Southern University/2016-present
Houston, TX*

- Classroom instructor-Texas Government (Undergraduate)
- Provides basic principles of local and state government with strong emphasis on Texas and American politics

ADMINISTRATIVE ASSISTANT

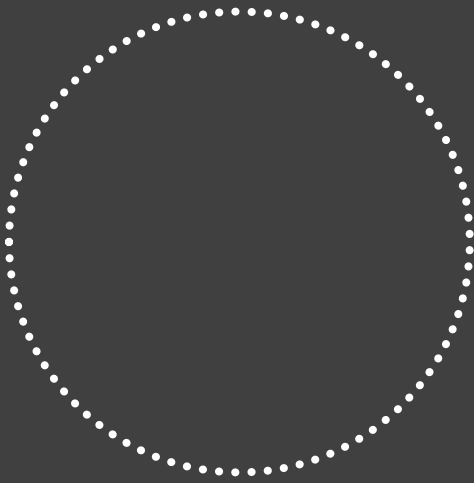
*City of Houston-Parks and Recreation/2015-Present
Houston, TX*

- Serves as project lead Community Involvement-Adoption Program.
- Handles all aspects semi-annual sports field adoptions.
- Coordinates the Review and Revision process for the GSM Employee Handbook.
- Plan, conducts and moderate monthly meetings for committee members.
- Maintains district maps (via ARCGIS) with COH Greenspace territories.
- Review for accuracy, retain copies of statements, and submit to PRO Financial Services Section.
- Creates GSM annual budget and proposal.
- Establishes tracking systems (both physical and electronic) to maintain records, correspondence, work orders, and other departmental records.
- Implements COH's record retention guidelines for the Greenspace Management section.

PROGRAM ADMINISTRATOR

*Texas Southern University/2010-2015
Houston, TX*

- Successfully implemented first Online Executive Master of Public Administration (eMPA) program in Houston, TX to better serve continuing education students.
- Analyzed annual budget proposals, with successful \$4 million approval.
- Led recruitment diversity campaign which increased enrollment by 70%.
- Managed and oversaw contracts submitted to ensure contractors met state agency policy and procedures.
- Managed employee files/records for accuracy and organization.
- Negotiated best rates for goods and services to successfully stay under budget.
- Monitored and input data for student statistics and matriculation tracking to precise completion rates.
- Served as director to graduate research assistants and staff.



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@CrisisCoco



EDUCATION

DOCTOR OF PHILOSOPHY

*Our Lady of the Lake
2018-present*

MASTER OF PUBLIC ADMINISTRATION

*Texas Southern University
2013-2015*

BACHELOR OF ARTS

*Texas State University
2000 - 2008*

EXPERTISE

- Emergency Management
- Strategic Planning and Implementation
- Community Outreach
- Corporate Branding
- Contract Negotiation and Administration
- Public Relations
- Product Development
- Project Management
- Business Development
- Resource Allocation
- Microsoft Office Suite
- Recruitment and Retention
- ARGGIS Online



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WORK EXPERIENCE (CONT'D)

VOLUNTEER COORDINATOR

Houston Area Mayoral Campaign/
Locke Campaign / 2009 - 2010
Houston, TX

- Lead community outreach teams in the greater Houston area contacting thousands for voter support.
- Distributed mass publications to hundreds of Houston area registered voters that grew registration base.
- Improved volunteer databases and hubs by creating multiple list serves to promote awareness in community.

ASSISTANT COMMUNITY LEADER

Mid-American Apartment Communities / 2005-2009
Austin and Houston, TX

- Originated lease contracts for residents and reviewed step by step agreements to ensure accuracy and understanding of term.
- Lead resident retention projects to encourage lease extension with 80% of resident renewal.
- Conducted credit & criminal screening to establish resident eligibility met company standards.
- Served as marketing representative for property and increased community growth by 30% within a quarter.
- Analyzed bank reconciliation and records for full property rent collection monthly.

ADMINISTRATIVE ASSISTANT

Texas State Senate Media Services / 2004-2005

- Organized all records and database for the Texas Senate media for prompt retrieval of requested materials.
- Maintained audio of Senate proceedings and filed for departmental access and store for historical archive.
- Supported requests from senatorial offices regarding audio, video, and photo materials as requested by the Senate.

References

Upon Request

CERTIFICATIONS

- Federal Emergency Management Association (FEMA) ICS-100-Incident Command Systems Certification – December 2013
- ICS-200-ICS for Single Resources and Initial Action Incident- March 2015
- ICS-300: Intermediate Incident Command System for Expanding Incidents-March 2015
- ICS-400: Advanced Incident Command System, Command and General Staff-March 2015
- IS-00700a: National Incident Management System (NIMS)- March 2015
- IS-00800b: National Response Framework, An Introduction- March 2015
- Texas A&M Engineering Extension Service (TEEX) (DHS-FEMA) Certifications:
 - Jurisdictional Threat and Hazard Identification and Risk Assessment MGT-310 (November 2013)
 - Senior Officials Workshop for All-Hazards Preparedness-MGT-312 (September 2014)
 - Critical Asset Risk Management Enhanced Threat and Assessment-MGT 315(February 2014)

ASSOCIATIONS & AFFILIATIONS

- Member - International Association of Emergency Managers 2014 –current
- Member-Emergency Management Association of Texas 2014-present
- Treasurer - Pi Alpha Alpha National Honor Society 2013– 2015
- Member - National Forum of Black Public Administrator, Emerging Leaders 2010-present