

JOSEPH MAHMUD, MPA, PMP

(917) 415-1444 | joseph.mahmud@gmail.com | www.linkedin.com/in/josephmahmud

QUALIFICATIONS SUMMARY:

Results-driven manager with 7+ years of experience in high-performing teams and driving business growth. Proven track record of exceeding outcomes, optimizing operations, and developing successful project management strategies. Skilled in budgeting, forecasting, and management. Strong communicator and collaborator with the ability to motivate and mentor team members to achieve their full potential. Recognized for exceptional leadership, problem-solving, and decision-making skills.

EDUCATION:

CUNY John Jay College, New York, NY

Master of Public Administration / Human Resources Administration and Management & Operations (Dual Specialization)

CUNY John Jay College, New York, NY

Bachelor of Science Degree in **Public Administration** - Summa Cum Laude

PROFESSIONAL LICENSE:

Project Management Professional (PMP)- Project Management Institute (PMI) License Number 3837745

PROFESSIONAL EXPERIENCE:

John Jay College of Criminal Justice, Department of Public Management, New York, NY

01/23 – Present

Adjunct Lecturer

- Teach organizational management, data analysis and information courses in public administration while providing a rigid learning structure and encouraging idea-sharing within the class
- Develop innovative course materials and assessments, while tailoring them to meet students' needs and objectives
- Prepare undergraduate college students for careers and instill educational foundations for later experiences
- Assess and evaluate student learning outcomes and administer action plans for student success

John Jay College of Criminal Justice, MPA Program, New York, NY

09/19 – Present

Program Manager / Higher Education Associate

- Successfully launched and managed multiple initiatives that achieved national re-accreditation
- Serve as the chief of staff, lead of resource groups, and presiding officer during assembly
- Analyze operations to evaluate performance of the organization in meeting objectives and determine areas of potential cost reduction, program improvement, or policy change
- Cultivate effective business solutions while managing teams of up to 500 people
- Build, implement, and measure the impact of projects through competency mapping and digital communication
- Direct and coordinate financial and budget activities to fund operations, maximize investments, and increase efficiency
- Prepare budgets for approval, including those for funding implementation of programs
- Oversee operations of strategically important goals, objectives, and outputs while ensuring compliance
- Build standardized assessment and evaluation for direct and indirect assessment of program performance
- Assess operational implications for each project phase and monitor progress to meet deadlines and standards
- Partner closely with industry experts to define and execute strategies/programs and grow/retain program
- Onboard new employees and maintain compliance training

City of New York / Administration for Children's Services, New York, NY

07/18 – 09/19

Specialist

- Defined tasks and procedures for inaugural cohort of employees in the city government agency
- Trained stakeholders on digital literacy, leadership, and communication skills
- Measured and analyzed program outcomes through daily assessment and monitoring
- Monitored compliance of policy and agency directives on daily basis; reported audit outcomes monthly

John Jay College of Criminal Justice / Department of Public Management, New York, NY	01/17 – 09/19
Office Administrator	
<ul style="list-style-type: none"> • Planned and scheduled programming and event coverage, based on community needs, surveys, and time availability • Prepared/maintained employment records related to hiring, evaluation, and assessments • Reviewed multiple financial statements, performance data, project management, and identify areas of improvement • Created departmental policies, objectives, and operational procedures for performance efficiency • Interviewed job applicants and conducted new employee orientations • Analyzed employment-related data and prepared required reports 	

The Legal Aid Society, New York, NY	06/17 – 07/18
Policy Associate	
<ul style="list-style-type: none"> • Created department policies and key performance indicators for program improvement • Performed data analysis and presented findings to internal and external stakeholders through oral and digital means • Collaborated with senior managers and decision makers to identify and solve a variety of problems • Prepared management reports defining and evaluating problems and recommending solutions 	

Academic Peer Instruction, Long Island City, NY	08/15 – 09/16
Program Coordinator	
<ul style="list-style-type: none"> • Monitored, evaluated, and recorded training activities for program effectiveness • Designed, planned, organized, and directed training programs for statistics and data analysis • Processed human resources onboarding and created professional development training 	

LaGuardia Community College Career and Professional Development, Long Island City, NY	09/14 – 08/15
Program Assistant	
<ul style="list-style-type: none"> • Evaluated client orientation programs and facilitated group conferences for employment readiness programs • Maintained detailed and accurate records of clients and their progress reports • Collaborated with internal and external stakeholders to achieve clients’ goals 	

PROFESSIONAL POSITIONS:	
Society for Human Resources Management Chapter Advisor	2022 – present
The Re-Entry Institute of America Inc. Board Member	2021 – present
City University of New York Faculty-Student Disciplinary Committee Member	2020 – present

PROFESSIONAL AFFILIATIONS:	
Project Management Institute (PMI)	2023 – present
Society for Human Resources Management (SHRM)	2021 – present
Association for Public Policy Analysis and Management (APPAM)	2022 – present
International City/County Management Association (ICMA)	2019 – present
Network of Schools for Public Affairs and Administration (NASPAA)	2019 – present
American Society for Public Administration (ASPA)	2018 – present
Pinkerton Foundation Fellow	2016 – 2017
Ron Moelis Social Innovation Fellow	2016 – 2017

HONORS/AWARDS:	
Pi Alpha Alpha Honor Society	
Phi Theta Kappa Honor Society	
Echoing Green/Barclays New York City Future of Work Social Innovation Winner 2018	