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📍 505 Holland Ave Los Angeles, CA, 90042

## OBJECTIVE

Proactive, ambitious, and adaptable professional with 5+ years of experience in transportation demand management, data-driven behavior change, transportation planning, active transportation advocacy, program management, and data-driven customer service. Aiming to leverage my passions and experience to improve people's access to their cities.

## EXPERIENCE

**Planner** | *UrbanTrans North America, Los Angeles, CA* / Jan 2018 - Present

- Cultivated positive working relationships with a diverse and evolving portfolio of 20+ private and public sector clients.
- Effectively applied statistical and GIS analysis to inform planning decisions, tell stories, and further client goals.
- Completed data-driven GIS and survey analysis to identify gaps in the active transportation network and prioritize recommendations.
- Executed dozens of behavior change campaigns that reduced over 3 million vehicle miles traveled.
- Drafted and collaborated on 50+ technical memoranda, grant reports, proposals, and final plans improving people's access to non-drive alone transportation options.
- Performed weekly quality assurance and quality control of timely client deliverables.
- Advocated on behalf of clients as a member of multiple organizations, including Denver Streets Partnership, University of Denver Sustainability Council, and Denver Regional Mobility & Access Council.
- Delivered exceptional customer service to meet client objectives and goals.
- Employed direct program management, including the oversight of over \$500,000 in federal grants annually for multiple clients.

**Program Manager & Planner** | *Transportation Solutions, Denver, CO* / Jun 2016 - Dec 2017

- Executed 50+ public outreach events to promote active transportation campaigns for community partners.
- Designed and customized 30+ surveys to identify barriers to alternative transportation use.
- Managed the budgets for three separate grants, including over \$400,000 in annual CMAQ funding.
- Coordinated projects and analyzed processes to improve access for people walking and biking to RTD stations.
- Managed external communications including monthly newsletters, quarterly press releases, and annual seminars.
- Facilitated monthly board meetings and presented periodic reports for ongoing programs and campaigns.

**Graduate Assistant** | *University of Colorado, International Student Services, Denver, CO* / Jun 2014 - May 2015

- Developed close working relationships with potential students to encourage enrollment.
- Researched and prepared written correspondence, including confidential and sensitive information.
- Maintained files and database records for over 1,000 students.

**Facilities Manager and Customer Support Analyst** | *Lewan Technology, Denver, CO* / Jun 2008 - Jun 2014

- Provided customer support and technical guidance, including on-site customer contract validations and orientations.
- Planned facility projects that were coordinated and executed at headquarters and branch operation levels.

## EDUCATION

**University of Colorado Denver, Denver, CO**

*Master of Urban and Regional Planning /*

- Pedestrian and Bicycle Planning
- Urban Sustainability
- Transportation and Land Use

**Colorado Christian University, Lakewood, CO**

*B.S. — Business Administration / May 2011*

- Interpersonal Communication
- Leadership and Management of Organizations
- Business Policy & Systems Management

## CERTIFICATIONS & RELEVANT SKILLS

- American Institute of Certified Planners (AICP)
- ArcGIS Concepts and Analysis
- Adobe Creative Suite
- Customer Service and Orientation
- Customer Relationship Management
- Database Maintenance
- Facilitation and Consensus Building
- Program Design and Implementation

