

Jeffrey W. Travillion, Sr.

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Range of Experience

Jeffrey Travillion has over twenty years of experience providing management solutions in the public and non-profit sectors. He has conducted extensive operational reviews of State agencies and City Departments, and worked on teams producing recommendations adopted by the Texas legislature that saved the State of Texas more than \$8 billion. He has analyzed, designed, and implemented organizational improvements that have enhanced the effectiveness of several non-profit organizations. Throughout his career, he has developed and presented policy recommendations at the local, state, and national levels. His professional objective is to find a community, government, or public relations position that will allow him to apply his communication, research, and planning skills to build mutually beneficial networks between private and public sector representatives.

Education and Certifications

Master of Public Affairs, Lyndon Baines Johnson School of Public Affairs, The University of Texas at Austin, 1989.

Bachelor of Arts, W.E.B. DuBois Honors College, Political Science with Honors, Jackson State University, 1984.

Sloan Foundation Fellowship Qualification, John F. Kennedy School of Government, Harvard University, Summer Institute, 1985.

Sloan Foundation Fellowship Qualification, Heinz School of Urban and Public Affairs, Carnegie-Mellon University, Summer Institute, 1983.

Selected Experience

Senior Business Process Consultant, Customer Care, Austin Energy (January 2007 – Present)

Conduct extensive operational reviews of utility operations and recommend methods to improve business performance. Lead multiple, cross-functional projects and initiatives, develop work plans, and manage projects as assigned. Responsible for strategic planning, process improvement, and performance measurement projects. Analyze proposals concerning the economic impact of a broad range of energy-related issues.

Director, Department of Small and Minority Business Resources, City of Austin (August 2003 – January 2007)

Directed the department that promotes minority- and women-owned business enterprise participation in all areas of the City of Austin's procurement. Reviewed contract processes governed by City ordinances and rules. Planned, developed and executed outreach and recruitment efforts for minority and women contractors. Performed special projects as assigned by City Council, City Manager, and Deputy City Manager.

Manager of Contractor Relations, Office of Deputy City Manager, City of Austin (June 2002 – August 2003)

Planned, directed, and coordinated successful communication between the Enterprise Departments of the City of Austin, Small and Minority Business Resources Department, and the Austin community. Served as chief liaison for contractor relations between Deputy City Manager's Office and the City of Austin Public Works Department. Reviewed contract processes governed by City ordinances and rules. Planned, developed and executed outreach and recruitment efforts for minority and women contractors. Performed special projects as assigned by City Council, City Manager, and Deputy City Manager.

Senior Business Process Consultant, Corporate Consulting Services, Austin Energy (June 2000 – June 2002)

Conducted extensive operational reviews of utility and recommended methods to improve business performance. Led multiple, cross-functional projects and initiatives, developed work plans, and managed projects as assigned. Responsible for strategic planning, process improvement, and performance measurement projects. Analyzed proposals concerning the economic impact of a broad range of energy-related issues.

Senior Program Administrator, Division of Competitive Strategies, Texas Comptroller of Public Accounts (November 1998 – June 2000).

Helped develop and administer the "Yellow Pages Test." The yellow pages test was designed to determine whether designated agency activities are core agency functions mandated by the state constitution or by statute. If agency activities are not core functions, the administrator conducts research to determine how this function is handled in other governmental jurisdictions and the private sector. The process involved reviewing previously filed legislation, appropriations requests, performance review documents from the Comptroller's Office, the State Auditor's Office, or the Sunset Commission. Worked with budget and accounting staff to develop an activity based costing model to determine whether outsourcing, or other private sector options, are appropriate for providing the service. Recommendations are made through the internal agency purchasing process or to the Council of Competitive Government.

Senior Fiscal Policy Planner, Research Division, Texas Comptroller of Public Accounts, (September 1996 – November 1998).

Designated chairman of the Community Reinvestment Work Group by the Comptroller. The group consisted of senior level representatives from the Departments

of Banking, Economic Development, Housing and Community Affairs, and Insurance. The group produced, for the 76th Legislature, the report, "Community Reinvestment in Texas." The project required developing a statewide contact network of groups and individuals that are interested in Community Reinvestment policy. Organized focus groups, met with industry leaders, reviewed the procedures of Community Development agencies, and was the lead writer for the final report.

Research Support and Lead Trainer, Family Pathfinders Program, Texas Comptroller of Public Accounts (May 1996 – June 1999).

Served as a Senior Fiscal Policy Planner for the Texas Comptroller of Public Accounts. Aided in the design of a resource data base for the Family Pathfinders program. This involved developing an extensive statewide contact network that includes local elected officials, Chambers of Commerce, Councils of Government, community organizations and activists, and clergy. The program was designed to identify community resources and build a community infrastructure for Texans receiving public assistance. Lead trainer responsible for providing orientations and training sessions to Family Pathfinder volunteers across the state, so that they could address the immediate needs of the assigned family. Helped recruit diverse local steering committees consisting of local workforce board members, clergy, business and community leaders. Presented information at numerous workshops sponsored by Congressional Offices, state departments of Human Services, universities, and church groups concerning the ways that proposed changes in federal might affect their respective communities.

Director of Programs, Texas Performance Review Division, Comptroller of Public Accounts (August 1994 – September 1996).

Analyzed federal and state legislative proposals to develop presentations concerning the economic impact of a broad range of public policy issues. Conducted extensive operational reviews of state agencies and recommended methods to improve agency performance. Also responsible for research and writing on Comptroller publications, including agency and school performance reviews, Fiscal Notes, and budget issues facing the Texas Legislature.

Research Coordinator, Texas Lottery, Texas Comptroller of Public Accounts (March 1992 – August 1994).

Worked from the start-up phase through the implementation phase of the Texas Lottery. Developed questionnaires for consumer and retailer surveys, and approved survey language and/or methodology for research projects. Supervised all research activities conducted by suppliers on behalf of the Lottery during the start-up phase of the agency through its first year of operation.

Policy and Planning Analyst, Division of Budget and Planning, Texas Water Commission, (December 1991 – March 1992).

Participated in the development and implementation of the agency's strategic planning process. Monitored division activities related to reporting the agency's key performance targets to the state's Legislative Budget Board. Developed agency workload measures in consultation with the Legislative Budget Board staff.

Research Specialist, Texas General Land Office, (June 1986 – August 1991).

Performed environmental quality research, compiled demographic information for targeted areas, wrote proposals to supplement research activities and monitored the activities of contractors involved with the agency's Environmental Clearinghouse project; and monitored legislation affecting the agency on a wide variety of appropriations issues.

Awards and Honors

Member, Board of Trustees, David Chapel Missionary Baptist Church, 2006 -- Present.

Member, KLRU Community Advisory Board, 2007 – Present.

Co-Chairman, Communications Committee, Texas State Conference of NAACP Branches, 2007-Present.

Board of Directors, The Austin Project, 1992-Present.

Member, American Federation of State, County, and Municipal Employees (AFSCME). Local 1624, 2000-Present.

Board of Directors, Black Leadership Congress of Texas, 1988-Present.

President, Austin Branch of the NAACP, 1992-1997.

Member, NAACP National Resolutions Committee, 1993-1994.

Member, Citizens' Commission on the Texas Judicial System, 1991-1992.

Graduate, 1990-1991 Class of Leadership Austin.

Member, Communications Workers of America. AFL-CIO, CLC. Local 6186, 1986–2000.

Alfred P. Sloan Foundation Fellowship Recipient, The University of Texas at Austin, 1985.

Member, Who's Who Among American College and University Students, 1984.