

# Xochitl Flores

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## PROFILE

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Accomplished, results-oriented, change leader with extensive public and private sector experience in implementing innovation and efficiencies through effective organizational policies and procedures. Major strengths in management, organization, and team development. Strong analytical background with ability to quickly assess needs and deliver solutions.

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**COOK COUNTY**

**CHICAGO, IL**

**2011 - PRESENT**

**DIRECTOR, OFFICE OF RESEARCH, OPERATIONS AND INNOVATION**

**2018-PRESENT**

- Designed and implemented the new Cook County Office of Research, Operations and Innovation (ROI) to identify opportunities for improvement and implement data-driven, comprehensive solutions to improve County service delivery and increase workplace productivity.
- Developed the strategic plan for the rollout of satellite offices to partner Cook County agencies.
- Build and foster relationships with County departments and elected offices to stress the importance of continuous improvement.

**DEPUTY CHIEF ADMINISTRATIVE OFFICER, BUREAU OF ADMINISTRATION**

**2015 - 2018**

- Align activities and programs of the departments of Transportation, Environmental Control, Homeland Security and Emergency Management, Animal Control, Law Library, Medical Examiner and Adoption and Family Support Services.
- Develop and manage a \$23M budget that includes \$6.4M corporate budget and \$16.9M public safety budget for the Bureau of Administration in conjunction with seven department directors.
- Work directly with Chief Administrative Officer and department heads in developing the strategic objectives, policies and programs that support the efficient deployment of departmental resources.

**DEPUTY BUREAU CHIEF, BUREAU OF ASSET MANAGEMENT**

**2014 - 2015**

- Worked directly with the Bureau Chief and department Directors in developing the strategy and direction for policies and standards applied to the County's real estate, facilities, capital projects and asset management under a newly created Bureau of Asset Management.
- Evaluated and oversaw asset management programs, policies and projects and worked with departments to develop performance management goals aligned to meet objectives.
- Created and managed the Bureau of Asset Management corporate budget of \$2.7M, guided efficient utilization of 19 million square feet of County owned and leased land and management of over 200 buildings.
- Served as Acting Bureau Chief from 03/2015-08/2015.

**DEPUTY BUREAU CHIEF, BUREAU OF ECONOMIC DEVELOPMENT**

**2012-2014**

- Assisted in the design, preparation and implementation of strategic economic development projects including the President's Council of Economic Advisors and the convening of Northeastern Illinois county chairs in support of economic development initiatives.
- Oversaw the overall management and direction of the Bureau's Administration and Support Services units including Legislative Affairs, Administration, Communications and IT.

**ASSISTANT DEPUTY BUREAU CHIEF, ECONOMIC DEVELOPMENT**

**2011-2012**

- Assessed, streamlined and reorganized the structures, functions, and operations of four departments consolidated under the newly-formed Cook County Bureau of Economic Development which included a staff of 100 people and an annual budget of \$25 million in corporate and grant funding.
- Collaborated with departments under the Bureau to develop key performance metrics and long-range planning strategies to align with economic development mission and goals.

**CITY OF CHICAGO**

**CHICAGO, IL**

**2005 - 2011**

**ASSISTANT COMMISSIONER, DEPARTMENT OF HOUSING AND ECONOMIC DEVELOPMENT**

**2009-2011**

- Managed and supervised the Community Outreach and Customer Service unit that included five staff members responsible for informing general public about available programs and services, and responding to approximately 1000 customer inquiries per month.
- Served as departmental liaison with the City's 3-1-1 center, sister agencies, City departments and aldermen.

**ASSISTANT COMMISSIONER, DEPARTMENT OF PLANNING AND DEVELOPMENT**

**2005-2008**

- Managed the City of Chicago delegate agency program that consisted of 125 chambers of commerce and development corporations focused on creating and retaining jobs through economic development projects and programs.
- Developed and implemented policies and procedures to ensure the effective monitoring and evaluation of agencies within the program.
- Reviewed and evaluated proposals submitted for funding and developed annual budget recommendations for delegate agencies with a total annual CDBG budget of over \$5M.

**CHIEF OF STAFF, 1st WARD ALDERMANIC OFFICE**

**2003-2005**

- Designed and implemented measurable strategic programs to make Aldermanic office more accountable and accessible to constituents.
- Responsible for overall management of 1st Ward Aldermanic office including prioritizing and addressing constituent issues; maintained office budget; supervised staff; and oversaw all written, telephone and electronic communications of the office.
- Liaison between office and City departments, community organizations, schools, and public safety agencies including the 1<sup>st</sup> ward police districts.

**BRONNER GROUP**

**CHICAGO, IL**

**2002 - 2003**

**STRATEGY CONSULTANT**

- Delivered strategic technology planning and software selection recommendations to executive management at large public institutions. Activities included client engagement management, issue resolution, project planning, and risk management.
- Recommended tools, techniques, policies and procedures to align business and technology initiatives. Developed organizations' technology strategy as it related to infrastructure, enterprise software, and network/operations support.

**SYNQUEST**

**ATLANTA, GA**

**2001 - 2002**

**SUPPLY CHAIN CONSULTANT**

- Lead consulting teams at Fortune 500 companies and developed solutions to increase productivity and streamline operations.
- Identified process improvements for manufacturing and distribution companies to more effectively utilize capacity and maximize profits.
- Developed strategic supply chain solutions for large manufacturers to optimally assign and utilize supply chain resources and decrease lead-time to clients while increasing visibility of orders.

**GAINSYSTEMS  
CONSULTANT**

**NAPERVILLE, IL**

**1997-2001**

- Managed presales consulting and global delivery engagements for supply chain, ERP, and manufacturing solutions.
- Cultivated external executive relationships, improved business-IT alignment, and implemented effective governance practices across engagements.

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## EDUCATION & PROFESSIONAL AFFILIATIONS

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**Education:** Bachelor of Science in Industrial Engineering | Northwestern University | 1997  
**Certifications:** Certificate in Civic Leadership | Civic Leadership Academy | University of Chicago | 2015  
**Technology:** Proficient: Microsoft Office Suite – Word, Excel, PowerPoint, Outlook, Project, Access, Visio  
**Civic Affiliations:** Cook County Latino Advisory Council, member | 2013-present  
Historic Chicago Bungalow Association, treasurer | 2011-present

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