

ALLAN BROWN

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OPERATIONS MANAGER

A decisive business strategist with a unique combination of general management, operations and marketing expertise. Solid track record of developing and implementing operating plans and solutions to improve overall efficiency, reduce costs and enhance the bottom line. Accomplished author and researcher; utilize practical solutions and best practices to manage projects and operations in an efficient manner. Highly adaptable, creative problem-solver and exceptionally skilled communicator, negotiator and consensus-builder; easily forge collaborative relationships with key clients, industry leaders, public officials and strategic partners. Ability to provide a team-oriented management style focused on motivation and success. Proficiency in Spanish and Portuguese.

Areas of Expertise:

Operations Management • Leadership • Cross-Functional Team Optimization • P&L Management
Budgeting and Cost Controls • Marketing / Public Relations • Strategic Partnerships / Alliances
Staff Management • Fund Development • Research / Lexis-Nexis • Content Management
Web Development • Writing and Editing • Databases and Archives • Interface Design
Collaborative Relationships • Grant / Proposal Management • Contract Negotiations

PROFESSIONAL EXPERIENCE

AJBB, Alexandria, VA • '06-Present

Vice President, Administration: Manage all operations, including business planning and policies/procedures, P&L for a \$1.6M annual budget and funds administration; supervise 9 direct reports. Concurrently manage a nonprofit business for CEO; develop national marketing and branding strategies. Drive all programs including events, media/public relations, fundraising and memberships, dissemination and advocacy. Serve as Advisory Counsel to CEO in facilitating strategic planning.

- Strategically interact and collaborate with high-profile entities, including the White House, members of Congress, foreign embassies and dignitaries, and corporate executives.
- Developed and implemented multiple process improvements impacting multiple facets of business, including IT infrastructure, operational functions, human resources and marketing.

Coordinator – YOUTH IMPACT PROGRAM ('06): Managed all organization functions of a national office for a nonprofit program to assist disadvantaged and at-risk youth; coordinated programs with major universities including Temple, USC and Tulane. Oversaw the grant writing process and successfully raised funds on a national and local level. Wrote earmark legislation for members of Congress, including white papers and policy papers. Developed and launched online and direct marketing campaigns.

ILLINOIS STATE LIBRARY, Springfield, IL • '03-'05

Director: Managed 60 staff members within eight departments, and collections totaling over 2M items; directed strategic business planning, policies and procedures. Held full P&L accountability for a \$3.5M operational budget, \$2.4M in state funds, \$3M in federal funds and \$2M in other grants / funding. Collaborated with state representatives on federal legislation related to libraries and funding. Wrote articles for professional publications; assisted with marketing and PR efforts. Implemented new processes and productivity improvement initiatives; spearheaded the development of the library's web presence. Recruited, hired, trained and mentored new employees; fostered a collaborative working environment.

- Nurtured key relationships with public partners and the community, including Borders, Eli Lilly, Indianapolis Star, Indiana Supreme Court, Indiana University, IUPUI, Indiana Library network and the state legislature.

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ILLINOIS STATE LIBRARY, Springfield, IL • '03-'05

- Spearheaded the grand re-opening of the library from planning, facilitation and completion.
- Improved customer satisfaction of library patrons by implementing and launching a secret shopper program to evaluate and provide feedback on customer service.
- Served as an active member of numerous committees and task forces, including CIPA, COSLA and IMLS.
- Received the Sagamore of the Wabash award from Governor Kernan in December '04.

AJB TODAY, McClean, VA • '88-'03

Library Director: Served as part of the editorial executive team; managed 17 employees and oversaw the daily operations of a large news library. Exercised complete P&L responsibility for a \$1M annual budget; managed more than \$1.6M in annual revenue. Implemented new business processes, policies and productivity improvement initiatives; developed departmental strategies and new fee-based services. Served as the library's webmaster; built the first intranet and website.

- Saved \$6M in services fees by effectively renegotiating a national contract for Lexis-Nexis.
- Generated more than \$150K per year in new revenue by developing a new fee-based service.
- Restructured and streamlined operations; implemented an automated indexing feed and saved one full-time position.
- Served as image / content copyright officer for USA TODAY, Gannett News Service, Baseball Weekly, USA WEEKEND and usatoday.com.
- Blocked a potential class action suit by a group of freelance writers against Gannett Co., Inc.

EDUCATION

MA Library Science • University of California, Berkeley
BA Spanish and Portuguese • University of Minnesota, Minneapolis, MN

SPEAKING ENGAGEMENTS (non-inclusive)

- Special Libraries Symposium, sponsored by Catholic University, July 2002
- Grand re-opening of the State Library, Indianapolis, December 2003
- How to Search Online Services More Effectively, Online, Chicago, 1992

PUBLICATIONS (non-inclusive)

- Online and On Target, Cutting the Cost of Online Searches, Library News, April 1992
- Through the Window, a Scene of Terror Unfolded that Day, Indianapolis Star, September 2003
- Butterflies and Other Fanciful Thoughts, 2007