WENDY MCCAMBRIDGE

[redacted]
([redacted]) [redacted] • [redacted]@gmail.com

EXPERIENCE

City of Evanston, Evanston, IL
Division Manager, Administrative Adjudication and Liquor Licensing 2005- present

- Implemented performance measures to track customer satisfaction and efficacy of operations. Results utilized in creating and revising division policies and procedures
- Author memos, letters and position papers based on quantitative and qualitative research regarding program operations, customer satisfaction and policy and procedures to elected officials and the public
- Oversee communications, vendor relationships, collection and dissemination of data, and project management logistics for operations, finance and technology staff to implement outsourcing solution related to citation issuance and collection activities
- Supervise operations, contracts and staff for division contributing $3M to annual revenue
- Allocate resources to manage annual division budget of $500,000 to align with City's mission and strategic plan
- Troubleshoot maintenance of database and software used to track citation lifecycle events
- Guide community members in the interpretation of local and state laws regarding court and licensing policy and procedures

Northwestern University, Chicago, IL
Project Coordinator II (Contract with IDCFS 2003- 2005

- Collected and interpreted performance indicator data from contracted private child welfare agencies and reported results to create and track contract goals and benchmarks
- Reviewed private child welfare agencies for compliance with program plans to recommend and facilitate IDCFS action plans
- Interpreted policy and discussed programmatic and fiscal implications with upper management
- IDCFS liaison for collaborative programming related to the Child Mental Health Act between IDCFS and the Illinois Departments of Human Services (DHS) and Healthcare and Family Services (DHFS) to expand and enhance mental health services for children

Illinois Department of Children and Family Services (IDCFS), Chicago, IL
Program Analyst 2001 – 2003

- Reviewed and created minimum standard components for contracts statewide for private child welfare agencies providing specialized foster care services
- Recommended and negotiated cost and service increases to contracts on individual client and agency basis based upon cost and need analyses
- Co-lead internal/external strategy meetings regarding program needs, costs and system implications

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Social Services Program Planner 2000 –2001

- Intern position assisting administration in the research, design and training of a statewide standardized tool for determining eligibility for social service program including separate tools for evaluation of the needs of ages 0-3, mental health and medical special needs populations.
- Reviewed cases for meeting eligibility requirements for Social Security Income (SSI) benefits and recommended disability continuation coverage

Children's Home & Aid Society, Chicago, IL
Foster Care Caseworker II 1998-1999
Provided services and referrals for families and children in the foster care system to enable the child and family to build relationships within the community while attaining permanency.

Chicago Youth Centers, Chicago, IL
Foster Care Caseworker I 1997-1998
Provided advocacy services for children and families involved in substitute care to promote well being and a sense of belonging to the surrounding community.

Maryville Academy, Des Plaines, IL
Family Teacher 1996-1997
Utilized family teaching model while working in a residential center with adolescents aged fourteen to seventeen who were wards of the state

EDUCATION/TRAINING

The University of Chicago, Chicago, IL
Master of Public Policy, 2001

Marquette University, Milwaukee, WI
Bachelor of Arts, Social Work, 1996

Training/Additional Education
Project Management at Northwestern University, Evanston, IL, 2007
Purchasing and Supply Management at DePaul University, Chicago, IL, 2010

COMPUTEREXPERIENCE

Microsoft Office (Word, Excel, Outlook, Access, Project and PowerPoint), Crystal Reports (Basic level)

City of
Evanston

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Elizabeth B. Tisdahl
Mayor

March 19, 2012

Mr. Jack Cutrone
Executive Director
ICJIS
300 W. Adams Street, Suite 200
Chicago, IL 60606

Dear Mr. Cutrone:

Wendy McCambridge is Evanston's Administrative Adjudication/Liquor Licensing Manager. Her job is to keep me out of trouble and she does it well. Writing a recommendation for Wendy is personally difficult because I do not want her to leave. She is special.

When I am rushing to a Liquor Commission Hearing, I know that organized, meticulous, smart, tough as nails if I need her to be, Wendy will be there. I will have everything I need despite my ability to loose things. Wendy will know what I need and know where it is. She is right. She should go on to bigger and better things. She is extremely talented.

What does not show up on Wendy's resume is her smile. She is invariably cheerful and makes all the rest of us feel that way too. Wendy does good work and it is good to work with her. She's terrific and I highly recommend her.

Sincerely,

Elizabeth Tisdahl
Mayor