



Julia Edwards

Departmental Analyst, Regulatory Complaint Resolution

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STRENGTHS

- 🔍 **Evidence Review**
When records conflicted, compared each source carefully and clarified gaps before recommendations moved forward.
- 📁 **Case Organization**
Kept concurrent files orderly with clear notes and follow up dates, giving supervisors a reliable view of progress.
- ♥️ **Regulatory Writing**
Turned statutes and administrative guidance into concise case analyses that made next steps easier to follow.
- 💬 **Stakeholder Dialogue**
Used compliance discussions to surface commitments and unresolved issues, helping conversations end with practical follow up.
- ⚙️ **Procedure Improvement**
Noticed recurring submission problems and contributed examples that made internal review guidance more useful.

SKILLS

Complaint Review

Application Review

Statutory Analysis

Administrative Rules

Licensing Compliance

Case Management

Critical Thinking Analytical Review

Records Management

Procedure Updates

Consumer Complaints

Written Analysis

SUMMARY

Regulatory analyst with three years of professional experience reviewing **consumer complaints**, licensing applications, supporting records, and **statutory requirements** in public sector and compliance settings. Evaluates evidence against statutes, administrative rules, construction related requirements, codes, and **licensing provisions** to establish facts and recommend practical next steps. Prepares clear case summaries, **written analytical conclusions**, correspondence, and defensible resolution records. Conducts compliance discussions with regulated parties and complainants, coordinates with field investigators and government stakeholders, and tracks follow up commitments. Identifies missing or conflicting documentation before decisions advance. Maintains organized case files across concurrent assignments and updates procedures when requirements change. A thoughtful, fair approach supports consistent complaint resolution, accurate records, and sound supervisory decisions.

EXPERIENCE

Regulatory Analyst, Consumer Standards

Capital Region Consumer Standards Office 📅 November 2024 - Present 📍 Lansing, MI

Lead review of consumer and licensing complaints, applications, evidence, and governing provisions across concurrent public sector cases. Prepare analytical records, conduct compliance discussions, coordinate with field personnel, and maintain procedures that support fair and timely supervisory decisions.

- Evaluated consumer complaints through application review, evidence analysis, and statutory research to establish actionable **case facts**.
- Prepared written analyses linking documentary evidence with statutes, **rules**, and procedures for defensible resolution decisions.
- Conducted **compliance discussions** with **regulated parties** and complainants, recording commitments, open issues, and follow up actions.
- Coordinated complex files with **field investigators** and **program specialists**, resolving evidence gaps before recommendations advanced.
- Updated review procedures and checklists after changes in statutes, administrative rules, or program interpretations.
- Tracked concurrent cases through organized records, timely correspondence, and detailed notes for supervisory review.

Compliance Review Specialist, Permit and Licensing Services

Mid Michigan Permit and Compliance 📅 October 2023 - October 2024 📍 Jackson, MI

Reviewed permit and licensing applications involving construction related requirements, supporting documentation, and administrative guidance. Maintained traceable case files, explained procedural **next steps**, researched governing provisions, and contributed practical examples for improved review guidance.

- Reviewed permit **applications** and **supporting records** for completeness against administrative and construction related requirements.
- Analyzed case records for discrepancies, **missing evidence**, and **conflicting information** before determinations proceeded.
- Researched statutory guidance and summarized relevant provisions in concise internal review notes for consistent decisions.
- Prepared clear correspondence explaining documentation needs and procedural next steps to applicants and local government contacts.
- Maintained **electronic case files** with traceable documents, review history, correspondence, and decisions.
- Contributed recurring submission examples to revised guidance, helping reviewers address

Compliance Conferences

Construction Regulation

Stakeholder Communication

LANGUAGES

English

Native

Spanish

Beginner

MY CAREER

2.9
YEARS

● Regulatory Analyst,
Consumer Standards at Capital
Region Consumer Standards
Office (1.9 Years)

● Compliance Review
Specialist, Permit and Licensing
Services at Mid Michigan Permit
and Compliance Services (1
Years)

common documentation issues consistently.

PROJECTS

Regulatory Case Documentation Review 📅 2025

Created a structured review approach for organizing complaints, applications, evidence, statutory references, and resolution notes across concurrent assignments.

Permit Evidence Quality Initiative 📅 2024

Mapped recurring documentation gaps in permit submissions and supplied practical examples for clearer internal review guidance.

LEADERSHIP & AWARDS

- Recognized by supervisors for clear analytical records supporting consistent complaint and licensing decisions.
- Selected to contribute practical examples for revised review guidance after identifying recurring submission issues.

EDUCATION

Bachelor's Degree in Public Administration

Michigan State University 🎓 GPA: 3.5 📅 2023 📍 East Lansing, MI

Coursework: Public policy, administrative law, regulatory administration, organizational analysis

CERTIFICATIONS

- Regulatory Compliance Foundations 📅 2025
- Public Sector Records Management 📅 2024

TECHNICAL SKILLS

- **Regulatory Review:** Complaint review, application review, statutory analysis
- **Administrative Law:** Administrative rules, licensing provisions, statutory requirements
- **Construction Regulation:** Residential construction, commercial construction, building codes
- **Case Documentation:** Case files, supporting records, review history
- **Compliance Resolution:** Compliance conferences, resolution records, follow up tracking
- **Evidence Analysis:** Documentary evidence, missing evidence, conflicting information
- **Government Coordination:** Field investigators, local government, program specialists
- **Written Communication:** Case summaries, analytical conclusions, procedural correspondence
- **Procedure Management:** Review procedures, review checklists, program interpretations
- **Records Systems:** Electronic case files, document tracking, supervisory review

PROFESSIONAL AFFILIATIONS

- Public administration professional community participant focused on ethical government service and accountable regulatory practice.
- Regulatory compliance network participant sharing practical approaches for records review, stakeholder communication, and fair resolution.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST