

Gabriela Holland

Legislative Aide

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STRENGTHS

- 🔍 **Policy research**
Turned ordinances, resolutions, and staff reports into clear memoranda. Colleagues relied on concise issue framing during busy meeting cycles.
- 👥 **Constituent care**
Managed resident concerns from intake through referral and follow up. A calm status update often restored trust when service issues felt stuck.
- 💬 **Public communication**
Drafted letters, announcements, newsletters, and social content for varied audiences. Plain language made official information easier to use.
- 📅 **Executive coordination**
Balanced calendars, travel, appearances, and meetings across competing priorities. Reliable preparation kept officials ready for changing schedules.
- 📁 **Records judgment**
Reviewed communications with confidentiality and retention requirements in mind. Careful organization became a dependable resource during records requests.

SKILLS

Policy research
Constituent services
Public communications
Executive scheduling
Community outreach
Event coordination Policy analysis
Records retention
Briefing materials Agenda support
Professional correspondence

SUMMARY

Legislative and public administration professional with four years of experience supporting municipal policy research, constituent services, public communications, executive coordination, and community outreach. Prepares policy memoranda, reports, briefing materials, **agenda documentation**, correspondence, presentations, and background research for council meetings, workshops, public hearings, and neighborhood events. Coordinates **legislative initiatives** with administrative leaders, municipal clerks, legal counsel, operating departments, residents, businesses, and civic organizations. Manages constituent cases, calendars, official appearances, authorized travel, event logistics, social media content, and records under competing deadlines. Applies working knowledge of **Florida Sunshine Law**, **Florida Public Records Law**, records retention, confidentiality, and ethical boundaries for municipal communications. Brings concise writing, sound judgment, dependable follow through, and a practical commitment to accessible public service.

EXPERIENCE

Legislative Services Coordinator

Gulf Pines City Administration 📅 October 2024 - Present 📍 Tallahassee, FL

Coordinates legislative, constituent, communications, scheduling, and community outreach support for municipal leadership across several **operating departments**. Owns issue tracking, briefing preparation, public meeting logistics, official communications, and follow up while protecting confidential information and maintaining compliant records.

- Researched **proposed ordinances** and resolutions, producing concise memoranda that supported municipal policy discussions.
- Built briefing packets and agenda materials for council meetings, workshops, hearings, and **neighborhood events**.
- Tracked constituent cases across public works, planning, parks, and administrative offices, improving timely response coordination.
- Scheduled official social media content and preserved records under **Florida Public Records Law** and Sunshine Law.
- Coordinated calendars, **authorized travel**, recognitions, and stakeholder meetings around competing municipal deadlines.
- Prepared correspondence, presentations, and background notes that helped officials address residents and **community organizations**.
- Maintained issue files and legislative trackers, giving leadership clearer visibility into pending policy matters.

Public Affairs Assistant

Capital Region Civic Affairs Office 📅 September 2022 - September 2024 📍 Tallahassee, FL

Supported public sector affairs through **policy research**, constituent communication, meeting preparation, records organization, event coordination, and administrative follow up. Helped staff translate complex municipal materials into clear updates for residents, organizations, agencies, and public meeting participants.

- Reviewed municipal agendas and legislative proposals, creating issue summaries for stakeholder discussions.
- Maintained inquiry logs and referral records, giving **residents** clearer status updates after office coordination.
- Drafted newsletters, event notices, formal letters, talking points, and digital outreach copy.
- Organized policy, **correspondence**, and **communications** files, improving retrieval during operational reviews and records requests.
- Coordinated community forums and agency meetings, preparing background packets and post meeting action items.

Municipal operations

Stakeholder communication

Confidentiality Sound judgment

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Legislative Services
Coordinator at Gulf Pines City
Administration (1.9 Years)

● Public Affairs Assistant at
Capital Region Civic Affairs
Office (2 Years)

- Supported **public** records responses by locating correspondence and documenting applicable records management practices.
- Prepared meeting logistics and calendars that kept community programs, agency discussions, and public events moving.

PROJECTS

Municipal Records Compliance Program 📅 2025

Created a practical records workflow for official correspondence and social media content. The approach supported Florida Public Records Law, Sunshine Law, retention practices, and faster retrieval during administrative review.

Neighborhood Outreach Coordination 📅 2024

Coordinated meeting materials, resident inquiries, event logistics, and follow up for neighborhood outreach. Clear documentation helped connect community concerns with appropriate operating departments.

LEADERSHIP & AWARDS

- Recognized by municipal leadership for dependable legislative briefing preparation and timely constituent follow up.
- Selected by peers as a trusted resource for public records organization and official communications review.
- Commended for coordinating community forums with clear materials, steady logistics, and respectful public interaction.

EDUCATION

Bachelor's Degree in Political Science

Florida State University 🎓 GPA: 4.0 📅 2022 📍 Tallahassee, FL

Coursework: *Municipal government, public policy, constitutional law, legislative processes*

CERTIFICATIONS

- Florida Public Records and Government in the Sunshine Training 📅 2025
- Valid Florida Driver's License 📅 2026

TECHNICAL SKILLS

- **Municipal Government:** Council meetings, ordinances, resolutions
- **Policy Research:** Issue analysis, staff reports, background research
- **Legislative Materials:** Memoranda, briefing books, agenda packets
- **Public Records:** Florida Public Records Law, records retention, file retrieval
- **Sunshine Compliance:** Florida Sunshine Law, public hearings, official meetings
- **Constituent Systems:** Case tracking, service requests, response logs
- **Communications:** Correspondence, announcements, talking points
- **Social Media:** Content scheduling, engagement monitoring, record preservation
- **Scheduling Tools:** Microsoft Outlook, calendars, travel coordination
- **Office Software:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint
- **Community Programs:** Neighborhood meetings, recognitions, public events
- **Records Organization:** Electronic files, correspondence logs, communications archives

PROFESSIONAL AFFILIATIONS

- Florida Institute of Government, public records and Sunshine Law learning community.
- Local government and civic affairs professional network focused on community service and municipal operations.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST