

Bianca Melendez

Regional Director

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📍 San Antonio, TX 78209

STRENGTHS

- ♥️ **Fiscal Stewardship**
During competing resource requests, built clear budget views that helped leaders protect controls and sustain service priorities.
- 👥 **Manager Development**
Coached managers through policy, staffing, and operational issues. Teams gained clearer expectations and stronger follow through.
- ⚖️ **Regulatory Judgment**
When requirements shifted, connected legal review with daily procedures so managers could act with confidence.
- 💬 **Stakeholder Communication**
Briefed officials, advocates, and executives on difficult issues. Plain language helped move conversations toward workable decisions.
- ❗ **Crisis Problem Solving**
In stressful situations, sorted urgent facts from noise and coordinated practical action without losing service focus.

SKILLS

Regional Operations

Public Administration

Facilities Management

Financial Programs

Budget Development

Contract Management

Property Management

Leasing Programs

Supply Operations

Strategic Planning

Policy Development

Regulatory Analysis

SUMMARY

Regional operations executive with 15 years of public sector and regulated service experience, including more than 10 years directing **managers**, multidisciplinary **programs**, facilities, finance, contracts, property, leasing, supply, and **administrative operations**. Leads geographically distributed service delivery through strategic planning, policy execution, budget stewardship, workforce development, internal audits, forecasts, operational reviews, and regulatory analysis. Builds productive relationships with senior leaders, municipal officials, community organizations, advocacy groups, advisory bodies, and elected officials. Communicates complex findings through concise reports and executive briefings, resolves complaints and competing priorities, and applies independent judgment during high pressure situations. Valid **Texas Class C Driver's License** supports regional travel and field oversight. Prepared to contribute disciplined public administration, sound fiscal judgment, and accountable service leadership in a regional executive role.

EXPERIENCE

Regional Operations Director

Lone Star Community Services Authority 📅 August 2021 - Present 📍 San Antonio, TX

Direct regional administrative, facilities, financial, property, contract, supply, workforce, and support operations across multiple service locations. Lead managers, guide policy execution, review operational evidence, and advise executives on resources, compliance, service quality, and corrective action.

- Directed regional facilities and administrative operations across multiple service locations, aligning support functions with agency strategy.
- Led managers across budgeting, **time and labor**, leasing, property, contracts, supply, and issue resolution.
- Prepared annual **budget requests**, monitored allocations, and resolved resource tradeoffs through fiscal controls.
- Reviewed **internal audits**, forecasts, and operational studies, converting findings into corrective actions and executive guidance.
- Maintained relationships with municipal officials, **community groups**, advocacy representatives, advisory bodies, and executives.
- Assessed proposed laws, regulations, and policies, coordinating practical implementation plans across regional operations.
- Briefed senior leaders on complex **operational issues**, competing priorities, **service outcomes**, and risk management decisions.
- Directed complaint resolution and emergency issue response through independent judgment and coordinated stakeholder communication.

Deputy Regional Director

Alamo Public Facilities Network 📅 January 2018 - July 2021 📍 San Antonio, TX

Managed regional programs and administrative operations with broad responsibility for facilities, finance, contracts, leasing, property, supply, staffing, and policy implementation. Supported executive planning, manager development, fiscal stewardship, and service continuity across distributed locations.

- Managed regional facilities and administrative programs across distributed service locations and operational support teams.
- Supervised managers responsible for budgets, workforce administration, leases, property, **contracts**, supply, and issue resolution.
- Developed budget requests and monitored expenditures, **allocations**, forecasts, and fiscal control requirements.
- Used internal audits and management reviews to identify operational gaps and guide corrective action.
- Coordinated **policy implementation** after reviewing regulatory changes, proposed legislation, and administrative requirements.

Staff Development

Conflict Resolution

Internal Audits

LANGUAGES

English

Native

Spanish

Proficient

MY CAREER



Regional Operations Director at Lone Star Community Services Authority (5.2 Years)

Deputy Regional Director at Alamo Public Facilities Network (3.5 Years)

Facilities and Business Operations Manager at Gulf Plains Administrative Services (3.6 Years)

Administrative Services Manager at South Texas Civic Operations (2.8 Years)

Program Operations Analyst at Rio Grande Public Administration Center (2 Years)

- Maintained working relationships with community organizations, **municipal officials, advocacy groups**, and internal executives.
- Prepared **concise reports** and briefings that clarified operational risks, resource choices, and service impacts.
- Resolved complaints and complex service issues through structured analysis, consultation, and independent decision making.

Facilities and Business Operations Manager

Gulf Plains Administrative Services 📅 May 2014 - December 2017 📍 Corpus Christi, TX

Managed facilities and business operations supporting multiple locations, with responsibility for property, leasing, finance, contracts, supply, workforce processes, and administrative service quality. Coordinated managers and stakeholders while strengthening operational review and policy execution.

- Managed facilities and business operations across service locations, connecting property, supply, **finance**, and contracts.
- Led managers through workforce planning, **time and labor** administration, leasing, and operational problem resolution.
- Prepared annual resource requests and tracked expenditures against approved allocations and **fiscal controls**.
- Reviewed **forecasts**, audits, and program studies, recommending practical changes for stronger service delivery.
- Evaluated policy and regulatory effects, then coordinated procedures with affected managers and operational teams.
- Maintained relationships with community partners, municipal contacts, advisory groups, and internal leadership.
- Addressed **complaints** through fact review, stakeholder communication, and documented corrective actions.
- Supported **property management** and leasing decisions through operational analysis, records review, and executive recommendations.

Administrative Services Manager

South Texas Civic Operations 📅 July 2011 - April 2014 📍 Laredo, TX

Oversaw administrative services, facilities coordination, fiscal support, contracts, supply activity, property records, workforce processes, and stakeholder service across a regional operating area. Helped managers apply policy consistently and sustain dependable **daily operations**.

- Oversaw administrative services and facilities coordination across regional locations with varied operational needs.
- Supervised managers handling budgets, **time and labor**, property records, contracts, leasing, supply, and support services.
- Prepared budget materials and monitored expenditures, allocations, forecasts, and purchasing activity.
- Reviewed operational data and internal findings, recommending changes that improved consistency and accountability.
- Coordinated policy and procedure updates after reviewing applicable state and federal requirements.
- Maintained communication with community organizations, government contacts, **advisory bodies**, and internal leaders.
- Investigated complaints and service problems, documenting findings and coordinating timely resolution.
- Organized competing priorities during urgent situations while maintaining service continuity and clear communication.

Program Operations Analyst

Rio Grande Public Administration Center 📅 June 2009 - June 2011 📍 McAllen, TX

Analyzed program operations, administrative workflows, facilities activity, fiscal information, contracts, property matters, and service issues. Produced concise findings that supported managers with planning, compliance review, resource decisions, and operational improvement.

- Analyzed regional program operations, facilities activity, contracts, supply processes, and

administrative workflows.

- Reviewed budgets, expenditures, forecasts, and allocation data for management planning and fiscal oversight.
- Supported internal audits, operational studies, **research**, and **special reviews** through organized data analysis.
- Prepared **concise reports** that translated complex findings into practical recommendations for managers.
- Assessed proposed **policies** and regulatory requirements for effects on procedures, resources, and service delivery.
- Tracked property, leasing, and contract information to support accurate administrative decisions.
- Documented complaints and **operational issues**, helping managers coordinate resolution with affected stakeholders.
- Presented findings to leadership and supported implementation of approved policy and process changes.

PROJECTS

Regional Fiscal Stewardship Review 📅 2024

Good operations make room for better public service. Reviewed budget requests, allocations, expenditures, forecasts, and internal audit findings across regional functions, then translated evidence into corrective actions and executive recommendations.

Distributed Facilities Service Model 📅 2022

A regional map can reveal a leadership problem before a report does. Coordinated facilities, property, leasing, supply, contract, and support information across multiple locations to improve oversight and service continuity.

Regulatory Operations Impact Review 📅 2020

Policy becomes real inside daily work. Assessed proposed laws, regulations, administrative policies, and related requirements, then organized implementation guidance for managers and affected service teams.

LEADERSHIP & AWARDS

- Recognized by senior leadership for dependable regional fiscal stewardship and clear executive reporting.
- Commended for resolving complex operational issues while maintaining service continuity and stakeholder confidence.
- Selected for leadership service on the Texas Public Management Association Regional Programs Committee.

EDUCATION

Bachelor's Degree in Business Administration

Texas A&M University Corpus Christi 🎓 GPA: 3.5 📅 2009 📍 Corpus Christi, TX

Coursework: *Public administration, financial management, organizational leadership, contract management*

CERTIFICATIONS

- Valid Texas Class C Driver's License 📅 2026
- Public Management Certificate 📅 2026

TECHNICAL SKILLS

- **Public Administration:** Program planning, policy execution, service delivery
- **Financial Management:** Budget requests, expenditure monitoring, fiscal controls
- **Facilities Management:** Property operations, site oversight, maintenance planning
- **Contract Management:** Contract administration, vendor oversight, compliance review
- **Property And Leasing:** Lease administration, property records, occupancy planning
- **Supply Operations:** Supply planning, allocation tracking, operational purchasing
- **Workforce Management:** Time and labor, staffing plans, performance appraisal

- **Audit And Review:** Internal audits, special reviews, operational studies
- **Forecasting And Modeling:** Forecasts, management analysis, resource modeling
- **Regulatory Analysis:** Laws, regulations, policy effects, court rulings
- **Reporting Tools:** Executive reports, concise briefs, management findings
- **Stakeholder Relations:** Community groups, advocacy groups, elected officials
- **Emergency Operations:** Incident decisions, complaint investigations, issue resolution
- **Training And Coaching:** Manager coaching, staff training, performance development
- **Governance And Compliance:** Policy protocols, state requirements, federal requirements

PROFESSIONAL AFFILIATIONS

- Texas Public Management Association, Regional Programs Committee Member.
- Public administration and community service leadership networks across South Texas.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST