

# Brynn Dauphinais

(She/Her)

## Contact

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## Skills

- Word
- Excel
- PowerPoint
- Adobe Photoshop
- Community Programs and Services
- Staff Training
- Research
- Process Improvement
- Collaboration
- Organization
- Customer Service

## Education

University of South  
Florida - Tampa

May 2014  
MS in Sport and  
Entertainment  
Management

December 2013  
MBA in Sport Business

May 2011  
BA in Mass  
Communications:  
Advertising

## Experience

### Plan Hillsborough; Planner I

September 2022 - Present

- Coordinated Strategic Plan updates for the agency
- Coordinated Comprehensive Plan updates for four jurisdictions served by the agency

### City of Oldsmar; Senior Recreation Coordinator

October 2021 - September 2022

- Cultivated relationships with the community from all walks of life with an aim to provide support as needed
- Co-authored a grant proposal for the Florida Department of Environmental Protection's Resilient Florida program; received \$2.15 million to fund the Water Reclamation Facility replacement project
- Resolved issues for customers and instructors through research and collaboration with other agency departments
- Assisted in review and design of current processes and procedures within the department as well as with the Innovation Team
- Analyzed and researched files and other records for needed information

### City of Oldsmar; Recreation Supervisor

September 2016 - October 2021

- Managed and reported on key performance indicators and metrics for a team of seven
- Assisted in the creation of the agency-wide Innovation Team
- Developed the annual budget for the Recreation Division with timelines for implementation
- Co-authored a grant proposal for the Florida Department of Environmental Protection's Land and Water Conservation Fund; received \$200,000 in state funds to replace the Cypress Forest Spray Park
- Compiled data and prepared reports for special research projects as assigned, including demographic data, needs assessments, and surveys

### Mortgage Contracting Services; Asset Preservation Coordinator

October 2015 - September 2016

- Served as point of operations contact for client interactions through a shared email inbox, coordinating workflow with my counterparts
- Operated with efficiency under restrictive deadlines for various work orders and client requests
- Maintained a professional level of confidentiality regarding the range of homeowner and loan information received
- Reviewed incoming work and verified third party notes to ensure all work was completed accurately and in compliance with client specifications and company policies

### **Springfield Falcons; Manager, Client Services**

*August 2014 – July 2015*

- Cultivated relationships with all team sponsors, responsible for more than \$900,000 in revenue
- Executed all aspects of sponsor contracts including, but not limited to, signage, in-game features, and event planning
- Facilitated, tracked, and reported on sponsor communications and meetings to ensure coordination of partnership contract tasks and responsibilities

### **Tampa Bay Lightning; Partnership Activation USF Resident**

*August 2013 – July 2014*

- Assisted Partnership Activation team with execution of contract elements such as promotions, player meet and greets, and event planning
- Coordinated with various departments to ensure contractual elements were executed appropriately
- Gathered documentation of sponsor activity during the season for end of year recap presentations
- Compiled best practice research and shared amongst the full Partnership Services team and executives

### **Tampa Bay Lightning; Partnership Activation Game Day Intern**

*February – April 2013*

- Performed necessary game day functions to collect partner data to allow Partnership Activation team maneuverability to connect with their clients
- Responsible for in-game contests and prizes with time-sensitive deliveries
- Performed any necessary special projects including running meet and greets with players

### **Swenson Enterprises; Large Account Manager; Assistant Bid Manager**

*May 2011 – August 2013*

- Managed the workload of the largest client requests, generating an average revenue of \$10,000 per order
- Assisted managing all bid aid requests from other processors, bidding an average of 60 repair jobs per week
- Maintained detailed records of all work orders completed by subcontractors throughout the United States
- Acted as key point of contact for the property preservation company, CoreLogic