

Steven Vance

3233 S Morgan St
Apt 1
Chicago, IL 60608

T 312.593.4857
steve@stevevance.net

Professional Profile

Project manager. Program planner. Database administrator. Web developer.

Experience

Chicago Department of Transportation Bicycle Program

Bicycle Parking Assistant; Chicago, IL – 2007-Present

Assisted supervisor in data management and manipulation, and citizen communication. Managed entire ChicagoBikes.org website. Provided IT support. Developed myriad projects to improve efficiency and equity.

Major projects included:

- Developed a custom web-based application to speed data entry and report generation. Reduced data entry time by 30% and report generation time by 50%. Improved report format and comprehension.
- Developed a custom web-based mapping application to create efficient field work routes, reducing by 25% the amount of time spent in the field. Identified ways that would reduce rejection rate of field work.
- Developed an Urban Data Visualization System for the bicycle parking program to identify and reduce geographic distribution inequalities. Presented data to public online, and improved quality of communication to citizens. Providing most requested information online reduced staff time spent communication individually with citizens by 80%.
- Developed a program to identify areas with highest disproportion of bicycle rack installations as well as to reduce inequalities in those areas through targeted marketing and outreach in two languages. Program completed in Summer 2009.
- Wrote white paper on “Best practices for managing bicycle rack data” describing improvements made in program to improve data collection, storage, manipulation and report generation. Created to share with agencies worldwide that are in the early stages of a bicycle rack installation and management program. Available at <http://project.stevevance.net>
- Managed a project to determine Metra and CTA stations in Chicago where high-capacity bicycle parking would be most used and selected final stations for installation.
- Managed a project to assemble and provide a multinational company with the program’s geospatial bicycle parking and bikeways path data.
- Co-managed a project to influence a local developer to build a bicycle station in their proposed auto-parking garage. Prepared relevant research and visuals.
- Created a new website for our constituents to improve communication and reduce information access time. Developed and implemented strategies to increase website visitors – amount of visitors doubled within six months.

Shift Supervisor, Jamba Juice; Geneva and Chicago, IL – 2004-2008

Managed the store operations, cash transactions, and four to ten personnel daily. Delegated essential duties and led team through intense, customer-driven production. Inventoried store product to maintain health and corporate standards

Steven Vance

and to reduce waste. Created weekly product orders. Effectively handled customer issues when they arose. Supervised and spearheaded the training for dozens of new employees, including employee promotions.

Group Manager; UIC Plan Making Studio class – Spring 2009

Led the data collection and community profiling group. Prioritized tasks to ensure other groups in class would have data sets on time. Ensured smooth and effective inter- and intra-group communication.

Education

Waubensee Community College, Sugar Grove, IL

Associate of Arts, Sociology, May 2005

University of Illinois at Chicago - Undergraduate degree

Received Bachelor of Arts, Sociology, in December 2007
Graduated Magna Cum Laude and with honors, 3.82 GPA

University of Illinois at Chicago – Graduate degree

Transportation Planning concentration

Received Master's in Urban Planning and Policy in May 2010

Master's project entitled "Bike Parking Equity" explored equitable distribution of Chicago bike parking short-term facilities.

Available online at <http://project.steevance.net/>

Technology Skills

- Advanced Microsoft Office suite knowledge
- Advanced Windows and Mac knowledge, including hardware diagnostics, troubleshooting and repair
- Basic UNIX and Systems Administrator knowledge
- Advanced PHP programming knowledge
- Basic JavaScript, XML, and RSS programming knowledge
- Intermediate GIS software skills: ArcGIS and QGIS.
- Skilled in writing Google Earth-compatible KML files and feeds, including integrating KML and Google Maps into web pages
- Advanced HTML, CSS, and website administration and design knowledge
- Advanced knowledge of Adobe Dreamweaver, Fireworks, Acrobat Professional; basic skills in Adobe Photoshop and Illustrator.
- Basic Google Maps API knowledge; knowledge of other advanced Google products: Analytics, AdSense, AdWords, Sketchup

References

Christopher Gagnon, Supervisor; Chicago Dept. of Transportation, 312-391-2684
Jesse Solorzano, General Manager; Jamba Juice, 773-507-3707