

JoAnn J. Navarro

Key Qualifications

Experienced higher education administrator, skilled collaborator, problem solver, and policy developer with demonstrated leadership skills. Highly skilled performing in diverse, dynamic and high pressure environments. Excels in creating and supporting a culture committed to building consensus and excellence. Ability to develop, analyze and administer multi-million dollar budgets. Expert at building effective partnerships with a demonstrated history of working across divisions in the best interest of the University. Exceptional interpersonal skills at all levels.

Career Highlights

Binghamton University
Binghamton, New York

Interim Chief Information Officer (Nov. 2013 – Present)

Oversee all ITS functions related to academic and research services, client support services, operations and infrastructure, and university enterprise software. Manage \$12+ million operating budget and activities of 80+ staff. Implement the recommendations of a University Task Force designed to optimize our use of technology, support and enable uninterrupted mission-critical IT services, and enable the exploration of implementation of dynamic, innovative IT services and activities.

- Design and implement a new organizational structure for the ITS department to better align critical functions, improve communications within ITS, and improve the overall quality of ITS customer service to the campus
- Facilitate the creation of Innovations Teams which are a partnership between ITS, faculty, and students to quickly respond to customer requests for application development services and solutions; goal is to create a more nimble, responsive ITS organization
- Build relationships with administrative and academic areas, such as the Center for Learning and Teaching, to better understand their needs to assure that ITS is providing effective service and technological solutions
- Develop a program that provides technological “start-up” monies to new faculty members in each of the schools.

Associate Vice President for Administrative Services (2007 – Present)

Provides overall vision, leadership and direction to the following areas:

- **Human Resources**
 - Oversee labor and employee relations for six bargaining units and a payroll of over \$120 million
 - Recruit high quality faculty and staff
 - Administer the University’s HR programs, including position reclassification, performance management, wage and salary, and fringe benefits
- **Compliance and Risk Management**
 - Responsible for the administration of the University’s compliance program
 - Oversee the University’s Environmental Health and Safety Department

- Oversee the University's Internal Control and Information Security Programs
- **University Center for Training and Development**
 - Responsible for facilitating the learning, growth and development for the faculty and staff of Binghamton University
 - Co-develop the Leadership Development Program which provides training and professional development to faculty and staff in an effort to build leaders from within the university
 - Conduct assessments to identify training needs; create and facilitate training and development programs, including the University's annual compliance-related programs
 - Oversee the creation of training and development programs
 - Provide resources and materials in support of career initiatives for staff
- **Auxiliary Services** (transitioned to Student Affairs in September 2013)
 - Oversee the development, management and administration of complex contracts for various auxiliary service corporations with revenues in excess of \$2.5 million annually (food service, bookstore, banking, campus preschool, laundry, and refrigerator rentals)
 - Responsible for strategic management of \$3 million of funding annually for vendor equipment replacement and renovations
 - Provide fiscal oversight for the Student Association and Graduate Student Organization
- **Conferences and Special Events** (transitioned to Student Affairs in September 2013)
 - Oversees the University's 6,000+ seat Events Center
 - Provides event planning services for external customers
 - Assists in scheduling of on-campus facilities

Senior Director of Operations – Physical Facilities (2006-2007)

Director of Operations – Physical Facilities (1998 – 2006)

Acting Director of Operations – Physical Facilities (1997 – 1998)

Overall responsibility for the operations and maintenance of the Binghamton campus which consists of over 887 acres and nearly 115 buildings (~5 million square feet)

- Led a staff of over 400 civil service employees and nine professionals
- Responsible for operating budget in excess of \$12 million (excluding utilities)
- Member of a 4-person management team which provided guidance and leadership to successfully manage in-house construction and a capital plan in excess of \$160 million over a five year period
- Collaborated with other departments on campus to direct and manage high-profile, large-scale campus events (e.g., Commencement, Empire State Games, Franklin Graham Festival)
- Integral member of a team which successfully restored effective campus wide CSEA labor/management relations
- Co-developed a workforce development program to offer increased learning and development opportunities to in-house personnel
- Developed a program to provide 24-hour custodial coverage and 18-hour maintenance coverage on campus
- Instituted "Operation Clean Up" which allowed Physical Facilities and other departments to make more efficient use of their assigned spaces by disposing of unwanted equipment and material. Over 450 tons of material disposed/recycled through this annual program in first few years alone
- Served on various committees (CSEA Labor Management, UUP Labor Management, Commencement, Conferencing Activities, Opening Day, Orientation, Winter Session, Workforce Violence, etc.)

Interim Associate Vice President for Campus Community Services (2005 – 2006)

- Managed and administered complex contracts for various auxiliary service corporations with revenues in excess of \$2.5 million annually (food service, bookstore, banking, campus preschool, laundry, and refrigerator rentals)
- Responsible for direct and indirect development and management of an annual operating budget in excess of \$7.6 million annually
- Responsible for strategic management of \$3 million of funding annually for vendor equipment replacement and renovations
- Responsible for the management and administration of on-campus service providers including Telecommunications, Events Center, conferencing, card access, and the BUC\$ system (electronic accounting for books, supplies, library and vending)
- Oversaw management staff for new 6000-seat BU Events Center
- Negotiated all new service contracts and administered existing contracts
- Led a staff of six professionals and over 33 employees in total

Assistant to Director of Physical Plant (1994 – 1996)

- Provided high level administrative support to Director
- Managed all human resources for 325+ member department
- Organized and provided support for special events on campus

Professional Legal Experience

Twining, Nemia, Hill & Steflik (1987 – 1994)
Binghamton, New York

Legal Assistant

Burke & Horton (1986 – 1987)
New York, New York

Legal Assistant

Robert R. Race, Esq. (1984 – 1986)
New York, New York

**Office Manager /
Legal Assistant**

- Researched and assisted with preparation of collective bargaining agreements, employee handbooks, union grievances and other labor management issues
- Assisted senior partner with preparation for negotiations, arbitrations, hearings and trials
- Preparation of contracts of sale, closing statements and various real estate documentation; assist in preparation of Initial Public Offerings and other corporate and commodities related documentation
- Preparation of all administrative permits, applications, and bankruptcy filings

Education

Master of Science in Business Administration (Leadership Studies) (2002)
Binghamton University

Bachelor of Science (Leadership and Organizational Studies) (1993)
Binghamton University

Associate in Applied Science (Business) (1991)
Broome Community College

Professional / Community Affiliations

- Vice Chair, Good Shepherd Communities (2014-Present)
- Board Member, Good Shepherd Communities (2012-2014)
- Board Member, Crime Victims Assistance Center (2002-2007)
(President from 2005-2006)
- Board Member, SUNY Physical Plant Administrators Association (1998-present)
(President from 2003-2005)
- Former Volunteer – WSKG Public Television and BC Pops

Presentations

- ***"The Speed of Trust" – Book Review Presentation***
Binghamton University Center for Training and Development – October 14, 2008
- ***"Nice Girls Don't Get the Corner Office 101 – Unconscious Mistakes Women Make that Sabotage Their Careers" – Book Review Presentation***
Binghamton University Center for Training and Development – January 15, 2008
- ***"Physical Facilities and EH&S ... Partnering for the Future"***
SUNY Environmental Health & Safety Association – November 18, 2003
- ***"Human Resources and Physical Facilities ... Successful Partnerships"***
SUNY PPAA Winter Conference – January 16, 2001
- ***"HR and Physical Facilities in Partnership: Collaborative Solutions to Complex Problems"*** SUNY Human Resource Association – October 2000
- ***"Succeeding in Non-Traditional Careers"***
Women as Leaders Conference, Binghamton, NY – March 29, 2000

Professional Development

- Graduate, Harvard Graduate School of Education
 - Institute for Management and Leadership in Education (Summer 2009)
- Participant, SUNY Summer Leadership Workshop (2007)
- Graduate, Southern Tier Leadership Forum (1997)
- Graduate, APPA Institute (1997-2000)