

EMPLOYMENT APPLICATION

NAME: Juan Carlos Crosby

El Paso, TX

EDUCATION

Dates:

From: 8/2000 To: 5/2005

School Name:

UTPA

City

Edinburg

State

TX

Did you graduate?



Yes



No

Degree Received:

YES

Major:

MPA

Units Completed:

52

Dates:

From: 8/2005 To: 5/2008

School Name:

UTPA

City

Edinburg

State

TX

Did you graduate?



Yes



No

Degree Received:

YES

Major:

Criminal Justice

Units Completed:

150

WORK EXPERIENCE

Please list your employment history below. If you held multiple positions within the same company, please list each position separately as a different work experience entry on the application.

Dates:

From: 1/2024 To:



Present

Employer:
CRRUA

Position Title:
Interim Director

Address:
4950 McNutt Rd

City:
Sunland Park

State:
NM



Hours Per
Week: 50

of employees supervised:
13

Duties:

- After a water advisory in November of 2023, I advised and executed CRRUA's Board mandate to rebuild community trust. Led collaborative efforts with Operators, Engineers, and the Public Information Officer to implement actions and measures aimed at expanding outreach methods and increasing the frequency of water sampling. This was done to reassure the public of the safety of the drinking water.
- Prepared Capital Infrastructure Plan for CRRUA Board and NMED to address water system NMED Sanitary Survey Deficiency List & Critical infrastructure repairs to the Water and Wastewater system.
- Implemented a previously non-existent customer database reporting feature into the billing software, which facilitated the provision of accurate data regarding water consumption by region. This data was instrumental in assisting CRRUA's On-Call Engineers in developing Water Master Planning modules. Additionally, regional consumption data by location will support CRRUA's upcoming mass notification reporting system, ensuring timely communication with customers regarding any issues arising from water or wastewater system.
- Analyzed & Evaluated CRRUA's Operations and Administrative organization chart and will be currently implementing the required restructuring of the organization to effectively meet utility compliance for current and future federal, state and local mandates with NMFA, DFA, NMED and EPA.
- Collaborated with engineers and operators to swiftly assess and resolve water discoloration issues, ensuing public awareness through timely public notices. Achieved a 24-48 resolution time, maintain American Water Works Association (AWWA) standards of services and public safety.

Reason for Leaving:
Present Position

Dates:

From: 9/2022 To: 12/2023

Employer:
CRRUA

Position Title:
Assistant Director

Address:
4950 McNutt Rd

City:
Sunland Park

State:
NM

Hours Per Week:
50

of employees supervised:
13

Duties:

- Administration: Evaluated CRRUA's Caselle Billing Software and implemented policy & procedural changes to provide billing atomization & accurate rate setting which minimized billing disputes and billing adjustments.
- Implemented standardized billing and work order procedures to enhance organizational reporting and monitoring, resulting in streamlined audit processes and reduced labor hours required for account billing reviews.
- Operations: Devised and executed operational enhancements in water meter reporting and billing configurations, reducing 1,600 billing estimates to 253, resulting in substantial revenue preservation for CRRUA. Additionally, revised meter policies facilitated water conservation efforts and bolstered consumer trust in billing accuracy through enhanced customer interaction with meter software capabilities.
- Infrastructure Capital Improvements: Orchestrated project planning for critical water and wastewater infrastructure facilities, fostering collaboration among engineers, operators, elected officials, and federal and state granting agencies. Successful coordination and proactive funding initiatives resulted in securing \$5 million in legislative funding in 2024 for the rehabilitation of a wastewater plant, averting a development moratorium and ensuring continued community growth.

Reason for Leaving:
Took Interim Director Position

Dates:

From: 5/2020 To: 9/2022

Employer:
City of Sunland Park

Position Title:
Lead City Planner

Address:
950 McNutt Rd

City:
Sunland Park

State:
NM

Hours Per Week:
50

of employees supervised:
0

Duties:

- Grant Administrator: Acted as project lead for Infrastructure Capital Improvement Planning (ICIP) and Community Development Block Grant Project and USDA Community Facilities Grant. In 2021 received over 2.2 million in grant funds for infrastructure projects.
- Utilizing Iworqs permitting & payment software, stream-lined efficient processes to submit and process Development Applications with online approvals and reduced in-person payment steps from 3 to 1.
- Land Review: Coordinated with development stakeholders - land surveyor's, engineer's, subdivision project managers for commercial, industrial and residential development to ensure zoning & development regulations fell in compliance with Federal, State, County and Local regulations.
- Development Review: Analyzed technical drawings, obtained title and property deeds, reviewed legal documents and conducted on sight construction zoning inspections for the purpose of application approval and compliance with city ordinances and state statues.
- Permitting Review: Reviewed, presented, and handed down recommendations on quasi-judicial

hearings to planning & zoning commissioners and City Council hearings for variances, preliminary & final plat developments, annexations, rezoning and special use permits.

Reason for Leaving:
Took CRRUA position

Dates:

From: 5/2015 To: 3/2020

Employer:
Enterprise Rent-A-Car

Position Title:
Assistant Branch Manager

Address:
4601 Columbine Ave NE, Albuquerque, NM 87113

City:
Albuquerque

State:
NM

Hours Per
Week: 52

of employees supervised:
25

Duties:

- Executed process improvements to increase productivity resulting in 4 years of consecutive operating profit growth.
- Managed Branch budgets and increased profits by analyzing forecasting data to adjust fleet, branch inventory, and employee hours.
- Trained & Managed staff operations overseeing fleet sizes of over 1,400 units.

Reason for Leaving:
Covid - Laid Off

Dates:

From: 6/2011 To: 12/2014

Employer:
L&F Distribution - Favorite Brands Div

Position Title:
General Sales Manager

Address:
2500 Solano Dr NE, Albuquerque, NM 87110

City:
Albuquerque

State:
NM

Hours Per
Week: 52

of employees supervised:
10

Duties:

- Reported Profit & Loss to shareholders and provided market research which was utilized to increase market share.
- Designed and implemented logistical action-plan for delivery expansion phase of distribution throughout the State of New Mexico

- Presented findings of Profit and Loss report to Branch General Director and Warehouse General Manager (1.8 Million of Inventory).
- Provided remedies and collaborative techniques to increase short comings of branch operations.
- Negotiated portfolio agreements and managed 20 business vendors.

Reason for Leaving:

Moved to Dallas, TX with Wife for her job relocation

Dates:

From: 1/2006 To: 12/2008

Employer:

UTPA

Position Title:

Research Assistant

Address:

1201 West University Dr. Edinburg, Texas 78539

City:

Edinburg

State:

TX

Hours Per

Week: 24

of employees supervised:

0

Duties:

- Performed statistical, qualitative, and quantitative analysis.
- Assisted in research support and program operations for Grant research projects for Office of U.S. Congressman Ruben Hinojosa and U.S. Office Director of National Intelligence (ODNI).
- Lead 2 Program Evaluations for non-for-profits, resulting in federal grant refunding

Reason for Leaving:

Granduated from Grad School

CERTIFICATES AND LICENSES

State of Texas – Private Investigator Registration # 00610433

Part 107 FAA Certified Drone Pilot #4642816

City Zoning Official – City of Sunland Park

US Intelligence Community Scholar

Congressman Ruben Hinojosa Leadership Training

Mohammed VI University – Arabic Language and Cultural Immersion Training University of Texas-

RGV and Mexican Consulate Office Protocol and Etiquette Training

Skills

Office Skills:

Caselle Billing Software
Caselle Meter Software
WaterScope Meter Software
Metron Meter System Configuration Software
Arc GIS Pro
Badger Meter System Software
Office 365 (Word, Excell, Powerpoint)
SPSS Stats Software
Iworqs Permitting & Utility Software

Other Skills:

Language(s):

Speak

English, Spanish

Read

English, Spanish

Write

English