

Susana Carbajal

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(512) 422 - 4212

SUMMARY

Bilingual, multicultural executive motivated by leading teams with diverse backgrounds, education levels, skills, and experiences to solve problems and enhance efficiency, productivity, profitability, customer service, and personal achievement in competitive industries, cutting-edge markets, and fast-paced environments.

CORE QUALIFICATIONS

- Collaboration: Skilled at inviting various perspectives to the decision-making table to listen, learn, and resolve issues together.
- Negotiation: Strongly committed to building relationships, establishing trust, and identifying mutual goals and objectives.
- Communication: Strategically advocate for equitable outcomes with local, state, and federal officials and business partners.

PROFESSIONAL EXPERIENCE

CITY MANAGER'S OFFICE, Austin, Texas

CITY OF AUSTIN

Chief of Staff, September 2023 – Present

Advise the Interim City Manager, strategically guide City departments & offices to resolve issues, and establish effective enterprise-wide management practices and operating plans for the City Manager's executive leadership team.

- Lead Communications & Technology Management Department, Information Security Office, Human Resources Department, Small & Minority Resources Department, Office of Civil Rights, Equity Office, Office of Sustainability, Office of Resilience, and Office of Innovation.

ECONOMIC DEVELOPMENT DEPARTMENT, Austin, Texas

CITY OF AUSTIN

Deputy Director, June 2022 – August 2023

Acting Deputy Director, January – May 2022

Assistant Director, August 2020 – December 2021

Led Finance, Small Business, Global Business Expansion, and Redevelopment teams to support business growth, job creation, and workforce development for a sustainable and resilient economy.

- Finalized public-private partnership negotiations for the development of under-utilized city property to build affordable housing, green space, health facilities, and commercial space for artists and local businesses.
- Structured training, incentives, and exchange programs to support entrepreneurs and business owners to start and grow their businesses domestically and abroad.
- Partnered with service providers and local chambers of commerce to offer workforce development training and wraparound services to foster an equitable and sustainable economy for all Austin residents.

AUSTIN-BERGSTORM INTERNATIONAL AIRPORT, Austin, Texas

Chief Deputy of Revenue, January - July 2020

Assistant Director, March 2015 – December 2019

Strategically led the airport's Business Development, Tenant Management, Public Information Office, Art & Music, Records Management, and Legal & Governmental Relations teams.

- Collaborated with chambers of commerce, industry groups, boards & commissions, and other stakeholders to increase and diversify air service to Central Texas.
- Increased non-airline revenue with new concession program with 70% local brands and concepts.
- Restructured over \$45 million of airport hotel debt with new bond financing.

- Led the acquisition of cargo facilities for direct management and improved operations of airport cargo.
- Initiated and formed Women in Aviation for the professional development and mentoring of staff.
- Introduced new technologies to the marketplace by piloting the first 24/7 coffee robotic barista.

General Counsel and Assistant City Attorney, September 2010 – February 2015

Advised the Director of Aviation and executive team on all legal aspects of operating, managing, and developing the airport.

- Led the negotiation and drafting of public-private partnerships and agreements with airlines, rental car companies, concessions, and other vendors.
- Updated the air service incentive program to increase domestic and international air service.
- Initiated the collaboration, organization, and formation of the Texas Commercial Airports Association to advocate state and federal officials for the protection of airport revenue and sharing of best practices.
- Advocated elected officials for additional federal funding to support the development and expansion of airport and deregulation of passenger facility charge user fees.

2008 DEMOCRATIC NATIONAL CONVENTION, Denver, Colorado

Chief Counsel, June 2007 – December 2009

Served on the executive management team that led the planning, organization, and production of a national political convention.

- Advised on all legal aspects of training and managing over 400 staff to produce a televised and federally regulated national political convention.
- Ensured compliance with local, state, and federal laws, regulations, and policies.
- Negotiated and drafted contracts with national corporate sponsors and technology companies.

THE WHITE HOUSE, July 2000 – January 2001, Washington, D.C.

Acting Associate Director of Presidential Personnel

Acted as Associate Director of Presidential Personnel in the last term of President Bill Clinton's presidency.

- Recruited, vetted, and recommended diverse candidates for Presidential appointments to cabinet, federal agencies, boards, and commissions.

ADDITIONAL EXPERIENCE

Early experience includes roles as Staff Assistant for Texas Congressman Ruben Hinojosa (Washington, D.C.), Finance Assistant for Gore 2000, Inc. (Washington, D.C.), Law Clerk for Judge John K. Dietz at the 250th District Court of Travis County (Austin, TX), and Specialty Litigation and Bankruptcy Associate at the law firm of Husch Blackwell LLP (formerly known as Brown McCarroll, LLP) (Austin, TX).

COMMUNITY INVOLVEMENT

- Leadership Austin, Chair, 2023-2024
- Leadership Austin, Board of Directors, 2018 - present
- Executive Women in Texas Government, President's Advisory Committee, 2019 - 2022
- ACI-NA Legal Steering Committee, 2016 - 2020
- CommUnity Care, Board of Directors, 2015-2016
- AVANCE-Austin, Board of Directors, 2014-2015
- Mexican American Cultural Center, Advisory Board Member, 2005-2007

LEADERSHIP TRAINING

- Courageous Conversation: Beyond Diversity, 2019
- Leadership Austin, Essential Class of 2015
- Executive Academy, City of Austin, Class of 2013
- Leadership Texas, Class of 2012

EDUCATION

Doctorate of Jurisprudence (2004)

The University of Texas School of Law, Austin, Texas

Bachelor of Arts in Political Science (1998), magna cum laude

American University, Washington, D.C.