

ANDREW BARNES

Accomplished and continuously evolving strategic leader with strong performance results in metric-driven operational environments, government & customer stakeholder relations, budget planning, and developing managers of others.

Skills:

- Corporate Communications
- Government Relations
- Coaching and Mentoring
- Project Management
- Stakeholder Satisfaction
- Strategic Planning
- Data Analytics
- Regulatory Compliance
- Change Management
- Cost Management
- Budget Planning
- Process Control Audits
- Employee Development & Engagement

EXPERIENCE:

NATIONAL GRID New York, NY (2012- Current)

Manager, Customer Operations (2018- Present)

- Recruit, train and lead supervisors and analysts to drive performance in an operation with over 200 employees.
- Establish and maintain operational controls to ensure regulatory compliance of more than 1 million natural gas system connections per year.
- Create opportunities for employee engagement and work performance recognition to support employee satisfaction.
- Develop budget impact assessments in an effort to manage risk to financial performance expectations.
- Negotiate contractual terms with third party vendors to realize cost benefits of strategic outsourcing to third-parties.

Lead Program Manager, Regulatory Strategy (2016-2017)

- Launched and supervised management of pilot projects, including stakeholder buy-in, executive sponsor communication, and delivery timeline adherence.
- Responsible for project control review and audit requirements.

Lead Program Manager, New York Customer & Government Relations Management (2012-2016)

- Educated government officials on company initiatives ensuring stakeholder support.
- Drove satisfaction among large industrial customers thereby protecting the company's reputation.
- Constructed and managed a large customer program with \$20 million in economic development funding approved by New York State regulators.

NEW YORK CITY ECONOMIC DEVELOPMENT CORPORATION New York, NY (2008-2012)

Director, External Affairs

- Designed and executed public relations strategies to facilitate governmental approval and construction of over \$100 million in real estate development projects.
- Managed negotiations with stakeholders to develop benefit agreements associated with local development projects.
- Responsible for monitoring legislative progress and tracking efforts to positively influence outcomes.

NEW YORK CITY MAYOR'S OFFICE New York, NY (2007-2008)

Director, External Affairs

- Led cross-functional teams that delivered comprehensive and cost-conscious solutions to large-scale public relations challenges.
- Developed and managed strong relationships with key stakeholders to drive support of broad public policy changes in energy use, transportation services, and educational experiences.

EDUCATION:

- **Master of Business Administration, Finance**
STATE UNIVERSITY OF NEW YORK Albany, NY (2011)
- **Bachelor of Science, Legal Studies**
ST. JOHN'S UNIVERSITY Queens, NY (2004)