

# Kayla Nile Arslanian

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Public service professional with nearly ten years of experience in large, fast-paced government organizations. Specialize in communications, intergovernmental affairs, project management, legal affairs, as well as operations and strategic planning. Highly focused and skilled multi-tasker who effectively leads complex operations, particularly in times of crisis.

## EXPERIENCE

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### **New York City Mayor's Office**

*Deputy Director of Testing Operations, COVID-19 Response*

*Deputy Chief of Staff to the Mayor*

*Deputy Director, Intergovernmental Affairs*

*Deputy Chief of Staff, Intergovernmental Affairs*

*Special Assistant to the Mayor*

New York, NY

(Apr. '20 - present)

(Jan. '18 - present)

(Jan. '17 - Dec. '17)

(June '16 - Dec. '16)

(Apr. '15 - May '16)

*As Deputy Director of Testing Operations, COVID-19 Response:*

- Co-created a citywide testing strategy and was tasked with its overall execution.
- Led a team of 25+ that expanded the city's COVID-19 testing capacities; built a testing infrastructure that tested over 100,000 people per day at its peak. Responsibilities included:
  - Coordinating among city agencies and private partners to establish citywide testing sites and mobile testing capabilities; helped design operational and financial models for each.
  - Convening health experts to evaluate new and emerging testing technologies; led procurement efforts for products that met the city's testing needs.
  - Reviewing testing guidance from federal and state entities to ensure city compliance.
  - Implementing unique testing strategies in response to localized increases in COVID-19 positivity levels.
  - Developing public information campaigns to educate New Yorkers on the need for regular COVID-19 testing, and where/how to get a test.
- Managed inter-agency planning efforts to reopen the largest school system in the country, ultimately bringing 1,600+ schools back to in-person learning. This included:
  - Developing school-based health and safety protocols in consultation with the Dept. of Education, Dept. of Health and Mental Hygiene, and Health + Hospitals.
  - Leading 10+ person legal team who: reviewed all reopening policies, established testing consent process, and executed vendor contracts and data-sharing MOUs.
  - Building the city's Situation Room – a multi-agency effort of 400+ staff that identifies positive cases within schools, performs contact tracing, and implements school closures.
- Supervised vendors and inter-agency staff that administer the city's weekly in-school testing program for staff and students. This program has conducted over 1 million tests to date.

*As Deputy Chief of Staff to the Mayor:*

- Coordinated mayoral briefings during height of COVID-19 pandemic in New York City, managing information flow to/from the mayor on: daily COVID-19 data, hospital capacity and staffing levels, PPE supply levels and needs, and rapidly changing public health guidance.
  - This required working across various city agencies, often synthesizing information from multiple sources and senior Administration officials in real time for mayoral review and decision-making.

- Drafted policy memos on wide-ranging issues for mayoral review and decision, mainly focused on: public housing, public health, public safety, and the city’s expense and capital budgets.
- Led policy and speechwriting processes for three States of the City speeches. This required:
  - Coordinating across numerous mayoral offices and city agencies to identify potential policy announcements; drafting policy memos for mayoral approval.
  - Facilitating speechwriting sessions with the mayor.
- Directed mayoral office oversight of the New York City Housing Authority (NYCHA), the nation’s largest public housing authority. This included:
  - Working with NYCHA and other city agencies to develop strategies to address NYCHA’s \$40B in capital needs; presented these strategies to the mayor for decision.
  - Facilitated negotiations between the city, NYCHA and the federal government that ultimately resulted in an administrative agreement between these entities in 2019.
    - Coordinated with mayoral counsel, the Law Dept. and outside counsel to draft all materials used for negotiation sessions with the federal government;
    - Prepared the mayor for meetings with the HUD Secretary and U.S. Attorney General for the Southern District of New York.
- Oversaw citywide efforts to reduce childhood lead exposure. This required:
  - Working with the Senior Advisor for Citywide Lead Prevention and 10+ agencies to draft and present policy, programmatic, and legislative changes for mayoral approval.
  - Supervising agency implementation of programs aimed at preventing and mitigating lead exposure, such as: testing 130,000 NYCHA apartments for lead; expanding outreach efforts to families with kids who have elevated blood lead levels.
  - Managing communication strategies and responses to lead-related press inquires.
- Drafted presentations on the City’s \$90 billion annual budget, used for official high-level briefings and public press events.
- Managed several Executive Offices, including: Scheduling, Advance, HR, Appointments, Special Projects & Community Events, and Correspondence. Combined, these offices have a staff of 50+ people.
- Along with mayoral counsel, reviewed mayoral FOIL requests and approved all responses.
- Served as a liaison between the mayor and senior Administration officials, elected officials and constituents.

*As Deputy Director, Intergovernmental Affairs:*

- Managed 50+ mayoral town halls, which required coordination and information gathering from 20+ city agencies. Created briefing materials and directly prepped the mayor for these events.
- Oversaw “City Hall in Your Borough,” a weeklong relocation of city government to each of the city’s five boroughs.
  - Organized mayoral meetings with key elected officials in each borough; drafted briefing materials for these meetings.
  - Created borough-specific weeklong calendars of public events, focused on key issues and priorities unique to each borough. Led planning and execution of mayoral events.
- Supported the Director of Intergovernmental Affairs, organizing her day and managing her workflow to ensure her time was maximized and focused on key mayoral priorities.
- Directed a staff of 40+ across various offices, including: Federal Affairs, State Legislative Affairs, City Legislative Affairs, and the Community Affairs Unit. Tracked their progress on legislative priorities, projects and advocacy efforts, including:
  - Retaining mayoral control of the city’s public school system;

- Changing the city’s zoning laws to promote the creation of affordable housing; *and*
  - Siting new shelters, so that homeless NYers could live in the communities they’re from.
- Prepared mayoral briefing materials and call sheets for all internal and external meetings, events and phone calls with federal, state and city-elected officials.

*As Deputy Chief of Staff, Intergovernmental Affairs:*

- Supported both the Director and her Chief of Staff in managing a staff of 40+ across various policy portfolios and offices (Federal Affairs, State Legislative Affairs, City Legislative Affairs, and the Community Affairs Unit).
- Drafted intergovernmental strategies and advocacy campaigns for key mayoral priorities, including increased tenant protections and NYPD’s neighborhood policing program.
- Led Intergovernmental Affairs weekly staff meetings, tracking all action items and ensuring follow-through.

*As Special Assistant to the Mayor:*

- Managed mayoral briefing process to ensure all information presented to the mayor was comprehensive, accurate and produced on time. This included:
  - Drafting and/or reviewing mayoral briefings,
  - Leading planning calls for public events;
  - Streamlining and handling information flow across Intergovernmental Affairs, Communications, Press, Scheduling and various policy offices.
- Developed quality control process for mayoral remarks, coordinating across Speechwriting, Communications, Research and mayoral policy offices to ensure accuracy in content and tone.
- Reviewed, fact-checked and copy-edited mayoral remarks for all photo ops, press avails, States of the Cities and other major speeches.
- Staffed the mayor as needed.

**New York City Mayor’s Office of Criminal Justice**

New York, NY

*Legal Extern*

(June ’14 - Dec. ’14)

- Conducted research, drafted memos and facilitated initial planning efforts to move all juveniles off of the Rikers Island jail complex and into alternative secure youth facilities.
- Implemented the Mayor’s Action Plan for Neighborhood Safety, a \$210M initiative to improve public safety in 15 of the city’s high-crime public housing developments.
  - Oversaw the allocation of \$50M for physical improvements to enhance security at these developments, including adding lights, security cameras, and enhanced locks.

**Bill de Blasio for Mayor**

New York, NY

*Assistant to the Political Director*

(May ’13 - Aug. ’13)

- Supervised 40+ field organizers and volunteers, who established campaign presence in all five boroughs.
- Managed the petition process, garnering 65,000+ voter signatures to secure the candidate a spot on the ballot.
- Prepared candidate’s briefings for forums, public events, and meetings.

**New York State Governor’s Office – Executive Chamber**

Albany, NY

*Special Assistant to the Director of State Operations*

(Jan. ’11 - May ’12)

- Ran a fast-paced Executive Office responsible for overseeing the operations of 80+ state agencies, commissions and authorities.

- Managed all day-to-day needs of the Director of State Operations, including scheduling, briefings and managing information flow to/from the Director.
- Oversaw Cabinet affairs, which required planning and convening monthly meetings, and producing all cabinet meeting materials for the Governor and all Cabinet members.
- Organized statewide open-press policy tours for Cabinet members to highlight Administration accomplishments, such as: on-time budgets, ethics reform, and legalizing same-sex marriage.
- Executed special projects as assigned, mainly focused on infrastructure and emergency preparedness/response. Examples include:
  - Creating ‘NY Works,’ the State’s first task force to coordinate capital plans across 40+ agencies and authorities. Identified critical infrastructure projects that could accelerate their construction timelines and facilitate job creation.
  - Organizing response and recovery efforts for Tropical Storms Irene and Lee. Facilitated government-wide mobilization of resources and personnel across 15+ agencies.

**Transition Team for New York Governor-Elect Andrew Cuomo**

New York, NY  
(Nov '10 - Dec. '10)

*Transition Manager*

- Designed and implemented the transition process used to staff the incoming Administration; trained Transition personnel; helped plan and facilitate the interviewing process.
- Managed all six Transition Committees, which recruited, reviewed, and recommended high-level candidates for leadership positions in State government. This required oversight of over 250 Committee members and Transition staff, in addition to handling thousands of resumes.

**Office of the New York State Attorney General**

New York, NY  
(Jan. '09 - Nov. '10)

*Legal Analyst, Executive Bureau*

- Reviewed documents, assisted in drafting of subpoenas, and prepared outlines for witness interviews.
- Authored case memos for the Criminal Justice, Economic Justice and the Social Justice bureaus.

**EDUCATION**

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**University of Michigan Law School**

Ann Arbor, MI

Juris Doctor, Awarded June 2015  
New York State Bar, admitted 2015

**University of Michigan**

Ann Arbor, MI

B.A., Philosophy, *high honors and distinction*, Awarded April 2008

**OTHER**

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2020 NYC 40 Under 40 | City and State – *Awardee*

*References available upon request*