

SAMANTHA A. LONGO KONOW

Executive Operations & Strategic Support Professional

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PROFESSIONAL SUMMARY

Visionary executive support professional with 8+ years transforming high-stakes operations across municipal government, corporate enterprises, and labor organizations. Currently completing Master of Public Administration degree to advance public service leadership capabilities. Proven expertise orchestrating multi-million-dollar initiatives, navigating complex political landscapes, and driving organizational excellence in dynamic, high-pressure environments. Passionate about leveraging administrative strategic knowledge to advance public sector innovation and governmental effectiveness.

EDUCATION

Master of Public Administration | University of New Haven, West Haven, CT | *Expected 2025*

One course remaining for degree conferment

Bachelor of Science, Business Administration Management | Mercy College, Dobbs Ferry, NY | 2019

Business Honors Specialization: Marketing & Finance

PROFESSIONAL EXPERIENCE

Executive Assistant to the Comptroller | Town of Greenwich, CT | *Nov 2023 - Present*

Driving municipal finance excellence in Connecticut's most affluent community while mastering advanced public administration principles through graduate studies. Partner with senior leadership and politicians to shape fiscal policy and operational strategy affecting over 64,000 residents.

- Partner closely with Comptroller and Board of Estimate and Taxation (BET) utilizing discretion, confidentiality, and sound judgment to handle sensitive C-level municipal matters while proactively anticipating needs

- Collaborate extensively with Town Risk Manager and Town Attorneys on litigation matters related to budget and financial operations, providing critical administrative support for legal proceedings
- Organize complex executive calendar and scheduling, managing meeting coordination including invitations, room reservations, technology setup, and comprehensive meeting materials
- Collaborate in developing Greenwich's \$400M+ annual municipal budget, coordinating departmental requests and analyzing financial projections across all town services
- Prepare strategic information for presentations and leadership meetings by collecting, reading, and analyzing data in advance using appropriate formats for executive decision-making
- Create and manage comprehensive town annual reports, synthesizing complex financial data, performance metrics, and municipal achievements for public transparency and regulatory compliance
- Build strong partnerships with stakeholders including department heads, RTM Committees, Board of Selectmen, and external agencies, facilitating cross-functional collaboration
- Ensure FOIA compliance across Board of Estimate and Taxation operations, managing sensitive document requests while maintaining confidentiality protocols
- Manage BET meeting operations including agenda preparation, minute coordination, virtual meeting logistics, and official documentation maintenance
- Process complex expense management and vendor payments while overseeing departmental procurement and budget oversight
- Maintain and update official town website content through CivicPlus platform, ensuring accurate public information dissemination and enhanced citizen engagement.

Executive Assistant to the President | Local 338 RWDSU/UFCW | Mar 2022 - Nov 2023

Served as strategic right-hand to union leadership during pivotal period of labor advocacy and member protection initiatives. Navigated complex political relationships while championing workers' rights across multiple industries. This experience deepened understanding of labor relations and public policy intersection merged with business management.

- Partnered closely with President utilizing exceptional discretion and confidentiality while proactively managing complex scheduling and priority resolution for 10,000+ member organization
- Organized intricate executive calendar and meeting coordination including high-stakes political events, board meetings, and member assemblies with comprehensive logistics management
- Led comprehensive RFP processes for insurance carriers and benefit vendors, preparing analytical data and presentations for executive decision-making on member services optimization
- Built strategic partnerships with union staff officers, state and local politicians, and key stakeholders while representing leadership at conferences and philanthropic events
- Managed special projects and initiatives including domestic and international travel arrangements, expense processing, and budget oversight for executive operations
- Recorded official minutes for union membership meetings, executive board sessions, and trustee meetings, ensuring accurate documentation and regulatory compliance
- Screened and prioritized executive communications, drafting correspondence and managing critical stakeholder relationships across political and organizational networks
- Oversaw daily office operations while providing direction on operational practices and fostering collaborative team environment during organizational transitions

Executive Assistant to the Chief Operating Officer | Jetro Restaurant Depot Corporate HQ | *Jun 2019 - Mar 2022*

Launched professional career supporting C-suite leadership during unprecedented company expansion and market growth. Orchestrated mission-critical projects while developing expertise in corporate operations and strategic planning. This foundational experience ignited passion for organizational excellence.

- Partnered directly with COO utilizing sound judgment and confidentiality to manage C-level corporate matters while effectively prioritizing and resolving complex scheduling conflicts

- Organized sophisticated calendar management and meeting coordination including technology setup, materials preparation, and logistics for executive leadership across 44 warehouse locations
- Project managed multi-million-dollar warehouse and corporate facility construction projects, preparing comprehensive data analysis and progress presentations for executive decision-making
- Built strong partnerships with general contractors, subcontractors, vendors, and internal stakeholders while maintaining budget parameters and timeline objectives
- Managed special projects and initiatives including campus recruitment programs and comprehensive internship establishment, enhancing company brand and talent pipeline
- Provided expense processing and budget oversight for executive operations while supporting strategic decision-making through detailed operational reporting
- Coordinated complex travel arrangements and event planning for leadership team during rapid company expansion affecting 200+ corporate employees
- Implemented process improvements and efficiency solutions while maintaining high-level correspondence and stakeholder communications across diverse corporate functions

Premium Sales Support Coordinator | Live Nation Entertainment | *Jan 2015 - Oct 2016*

Transformed internship opportunity into full coordinator role within dynamic entertainment industry, working alongside celebrities and high-profile clients. Discovered exceptional aptitude for managing complex stakeholder relationships and premium service delivery. This early success established foundation for executive support expertise and client relationship mastery.

- Advanced from intern position to coordinator role, demonstrating exceptional performance and leadership potential in competitive entertainment industry
- Managed elite VIP club operations and premium client experiences for major entertainment venue, ensuring exceptional service delivery for high-profile clientele including celebrities and corporate executives
- Supported revenue generation initiatives through strategic prospecting and client acquisition activities for premium seating sales team

- Coordinated complex event-day operations ensuring seamless execution of premium experiences, managing logistics for VIP services and client satisfaction
 - Served as on-site concierge and manager for newly launched elite VIP club, establishing operational procedures and service standards
 - Executed targeted marketing projects and promotional campaigns to enhance premium product visibility and sales performance
 - Maintained detailed client relationship management and follow-up communications to ensure ongoing customer satisfaction and retention
 - Collaborated with director and coordinator teams on daily operations, contributing to overall department success and revenue goals
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CORE COMPETENCIES

Executive Leadership: C-Suite Partnership • Team Management • Strategic Decision-Making • Confidential Matter Resolution

Operations Management: Complex Calendar Coordination • Meeting Orchestration • Project Leadership • Process Optimization

Technical: Microsoft Office Suite • MUNIS Tyler Technologies • CIVIC PLUS • Adobe • CRM Systems • Virtual Meeting Platforms • Expense Management Systems • IBM SPSS • Travel Booking Platforms

Specialized: Municipal Government Operations • FOIA Compliance • Budget Development • Labor Relations • Stakeholder Relations

CERTIFICATIONS & COMMUNITY INVOLVEMENT

Certification: New York State Notary Public • Connecticut State Notary Public

Community Leadership:

- John Theissen Children's Foundation - Program Coordinator
 - Prince of Peace Parish – Faith Formation Catechist
 - Companion Pet Rescue - Volunteer
 - Garden City Park Fire Department - Junior Firefighter/EMT, Treasurer, Secretary, Fundraising Chair
 - Town of North Hempstead Animal Shelter - Operations Volunteer
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ACADEMIC ACHIEVEMENTS

FreeForm Network Consulting Project - Selected for exclusive RFP engagement delivering strategic marketing consultation

Nassau County Entrepreneurial Challenge - Led winning team as CEO developing county-wide economic development plan

Student Enterprise Leadership - Founded "Mercy on Me Tee" social impact venture

References available upon request