



CONSULTANT PROFILE

ZACHARY SZYMANSKI

Driven by his deep commitment to public service and the belief that government can be a force for positive change, Zack has dedicated his career to improving the lives of everyday people. With both a BA and MPA from Wayne State University, his expertise spans policy development, data-driven decision-making, systems improvement, and fostering consensus. Zack is passionate about ensuring equitable access to quality public education and essential services, firmly believing that no individual's opportunities should be determined by their zip code. As a proud Michigander, Zack strives to create meaningful change and strengthen the communities he calls home.

YEARS EXPERIENCE

3

EDUCATION

WAYNE STATE UNIVERSITY:
MASTER OF PUBLIC
ADMINISTRATION,
HUMAN & FISCAL RESOURCE
MANAGEMENT

WAYNE STATE UNIVERSITY:
BACHELOR OF ARTS,
POLITICAL SCIENCE, PEACE
AND CONFLICT STUDIES

SPECIAL EXPERTISE

POLICY ANALYSIS &
IMPLEMENTATION

SYSTEMS PROCESS
IMPROVEMENT

STAKEHOLDER ENGAGEMENT
& FACILITATION

STRATEGIC PLANNING &
PROJECT MANAGEMENT

TEAM & CONSENSUS BUILDING

Relevant Consulting Work:

- Systems Administrator/Legal Assistant, Education Law Firm
 - Provided administrative and legal support, focusing on system improvements to streamline operations and enhance efficiency.
- Assistant Program Manager, The Borgen Project
 - Advocated for poverty reduction policies, engaging in grassroots mobilization and program management to drive meaningful policy change.
- Policy Fellow, Emgage Michigan
 - Worked to amplify the voices of underrepresented communities by supporting policy initiatives and fostering civic engagement.
- Assistant to Program Director, Wayne State Global Studies Program
 - Supported program administration and development, contributing to global studies initiatives and interdisciplinary collaboration.

Relevant Academic Experience:

- Leadership
 - Inaugural President, Wayne State University ICMA Chapter, fostering student engagement in public management and leadership.
- Coursework Expertise
 - Specialized in policy analysis, program evaluation, public budgeting and finance, managing public organizations and programs, organizational theory and behavior, Michigan politics, urban studies, and legislative processes.

A Definitive Decision.

WHY CHOOSE US



Prioritizing partnerships with authentic leaders who share our vision, purpose, and values of creating better communities for the future is paramount to us. Going above and beyond is in our team's DNA and essential to sustainable long-term progress. Double Haul Solutions can tailor its project teams to your unique needs and requirements.



OPERATIONAL SERVICES

What Public Service Operational Excellence Is & What It Is Not:

Operational excellence is about more than simply keeping systems running—it's about optimizing processes to meet the evolving needs of your community and organization. Effective operations require thoughtful design, adaptability, and alignment with organizational goals. It's not about sticking to "the way things have always been done" or waiting for problems to escalate before acting.

True operational excellence begins with listening—to frontline staff who implement processes and to the community members who rely on services. It requires a proactive approach to identifying inefficiencies, adapting workflows, and ensuring that systems are resilient, transparent, and scalable for the future. Neglecting operational gaps can turn manageable challenges into critical failures, which is why a commitment to continuous improvement is essential.

Zack's Approach to Operational Services:

I believe operational success is built on open communication, a willingness to learn, and a commitment to improvement. My approach starts with actively listening to employees and community members to uncover challenges and priorities, ensuring that solutions are grounded in real-world needs.

By fostering a culture of inquiry and collaboration, I help identify gaps in workflows and processes, offering actionable recommendations that balance efficiency with long-term sustainability. Ignoring small operational inefficiencies today can lead to major obstacles tomorrow, which is why I emphasize proactive strategies that enhance service delivery and ensure resilience.

Strong operations are the backbone of any successful organization. They allow teams to deliver consistent, high-quality services while staying agile in the face of change. Through thoughtful process design and a focus on continuous learning, I work to empower organizations to adapt, scale, and thrive—providing a strong foundation for achieving their mission and serving their community.

