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| **Liza Milagro, MSM-PM**  Atlanta, GA  C: (404) 931-3245 | E: [LMilagro@iCloud.com](http://LMilagro@icloud.com) |

[**I AM GreeningATL!**](https://www.atl.com/community/sustainability/)  **Resilience & Sustainability Director**

*Hartsfield-Jackson Atlanta International Airport*A person smiling for the camera

Description automatically generated

Creative, dynamic, globally recognized Sustainability leader respected for strategic, innovative large-scale initiatives that drive sustainability and reduce environmental impact on an exponential scale e.g., biofuels, waste-to-energy, biopolymers, carbon credits, natural resource reduction, and management. Leverages strong project management background to effectively define ESG targets taking a results-oriented approach. Cultivates a culture of continuous improvement while introducing unique solutions to complex business problems. Inspiring, motivational leader who builds and mentors high-performing teams while making sustainability sexy and fun. Utilizes exceptional communication skills to foster meaningful relationships with colleagues, executives, influencers, government officials, and key stakeholders. Highly organized with a keen eye for detail and proven ability to manage multiple teams and associated tasks simultaneously. Thrives in fast-paced, diverse environments that champion a holistic, integrated approach to resilience and sustainability.

**Selected Highlights**

* Launched Green Acres ATL Energy Park, a first of its kind, $65MM full-stream materials recycling facility intended to take a cradle-to-cradle approach to recycle materials generated by passengers, concessionaires, vendors, and employees on the ATL campus. The project also includes a controlled environmental agricultural feature that will provide locally grown vegetables and fish through aquaponics as well as an innovation hub. This was ATL’s first P4-Public, Private, Philanthropic Partnerships- project joining resources in the space of environmental conservation, energy and, transportation while building living laboratories to test and prove new technologies.
* Created ATL’s sustainability brand, messaging for all mediums, strategic plan, marketing engagement campaigns, and moniker: GreeningATL.
* Developed & implemented, an industry-leading, internationally recognized, award-winning, sustainability program that strove to achieve Zero Waste at ATL by 2020, reduce water, energy, and emissions by 20%; managed a $10MM expense and capital budget, identified potential risks, and handled overall project management to ensure success.
* Introduced disruptive technologies and innovative solutions that were supported through establishing Citywide sustainability policies and passing legislation to ensure compliance.
* Collaborated with C-Suite leaders externally and internally, customers, airlines, concessionaires, engineers, and architects to ensure all roads lead towards becoming one of the ‘greenest’ airports globally.
* Developed ESG benchmarks, a ,monitoring system, and annual progress reports.

**Core Competencies**

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| * Innovation/ Disruptive Technology | * Circular Economics | * Green Building |
| * SME in Zero Waste & Biopolymers | * Change Management | * Negotiations |
| * UN SDG’s | * Social Marketing | * Strategic Partnerships |
| * Budget Preparation & Analysis * Sustainable Packaging | * Event Planning & Management * ISO 14001:2018 | * GRI/Green Globes/ EcoDistrict |

**Education**

**Boston University, Boston, MA: 2010**

*Master’s in project management – Sustainable Program Management (GPA: 3.3)*

**Dillard University, New Orleans, LA: 1998**

*Bachelor of Arts – Sociology; Minor – Japanese Language & Culture (GPA: 3.4)*

**Certifications or Additional Education:**

*Certified Green Clean Manager – Green Clean Institute: 2010*

*LEED-NC Training Workshop Certificate - US Green Building Council (USGBC): 2008, 2009*

*EcoDistrict Certification – EcoDistrict 2016*

*LEED GA Candidate – USGBC: 2021*

*PMP Candidate- PMI Institute: 2021*

*OSHA Certification/ CPR- 2015-2018*

*GreenGlobes- 2017*

*Toastmaster- 2015-2019*

**Professional Experience**

**International Aviation Waste Management Association | Global | 2019-Current**

**Advisory Board- Founding Member**

* Design strategic supply and collection chain programs based on the stakeholder’s sustainability short- and long-term goals.
* Develop, train, and track within Resilience and Sustainability Management Plan with a concentration on Circular Economics.
* Provide direction and support compliance with FAA sustainability guidelines, regulations, CIP updates.
* Publish white papers, reports, and research-based on sustainable trends internationally in aviation including waste to fuel, carbon credits, sustainable packaging laws, and biopolymers.

**HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT | ATLANTA, GA | 2013 TO 2020**

**Resilience & Sustainability** **Manager: 2017 – 2019**

**Senior Sustainability Planner: 2013 – 2017**

**Recycling Coordinator: 2013**

* Created and deployed sustainability curriculum across all operational departments, municipalities, and organizations, educating 108M passengers, 68K airport employees, and 1K Department of Aviation employees on ongoing initiatives.
* Developed and launched long-term programs, policies, and initiatives that maximize resources and aim to reduce, reuse, and recycle municipal and construction commodities both at ATL and throughout the city of Atlanta.
* Executed a comprehensive plan that strove to achieve Zero Waste at ATL by 2020, managing a $10MM expense and capital budgets respectively, identifying potential risks, and handling overall program management to ensure success.
* Implemented several successful sustainability initiatives, including:
* Created the GreeningATL brand and campaign increasing community engagement by 90%
* Introduced a sustainable food court initiative, and banning all Styrofoam from the airport; and
* Conceptualized architecture & function of Green Acres ATL Energy Park, a $65MM full-stream materials recycling facility that takes a cradle-to-cradle approach to recycle materials generated by passengers, concessionaires, vendors, and employees.
* Ensured all programs adhere to City, State, and Federal requirements, in addition to aligning with the DOA strategic resource conservation platform.
* Utilize disruptive technologies and innovative operational plans to support sustainable resource management policy development.
* Drafted sustainability reports and maintain consistent communication with the COO, GM, Sr. Executive Leadership, the Mayor’s Office of Resilience to guarantee deliverables were met on time and within budget and scope.
* Facilitated cross-departmental meetings and deliver all forward-facing sustainability presentations regarding planned projects as needed, providing detailed information on financials, cost-benefit analysis, charts, maps, and graphical data.
* Identified disruptive technological global solutions which enhance the triple bottom line exponentially.
* Delivered technical guidance to all key stakeholders across municipalities, organizations, nonprofits, and government agencies.
* Inter-departmental collaboration to measure, evaluate, and ensure targeted Quality Improvement Project (QIP) outcomes. Overseeing executive KPI scorecard and dashboards increments to deliver viable products that aggregated multiple data sources and calculations to provide usable operational metrics, focus group findings, and
* Net Promoter Score (NPS) performance campaigns.
* Hired, trained, coached, counseled, and completed performance evaluations of direct reports and cross-functional team leaders.
* Prepared winning business proposals and marketing materials in response to City government and managed care organization RFI, RFP, and RFQ to ensure compliance with sustainability policies internally and externally.

**THE SHADE TREE GROUP & CONSULTANTS | ATLANTA, GA | 2006 TO 2012**

**Principal – Project Manager**

* The senior consultant working with various non-profit organizations, schools, companies, and government agencies, to ensure sustainability compliance for RFP, RFQ, and RFI submissions.
* Collaborated with designers, engineers, construction management, control teams, and architects to certify that all build-outs were sustainably sound, while simultaneously reviewing all policies and procedures for compliance with LEED Rating System Standards.
* Responsible for learning development and deployment, process engineering, vendor management, implementations communications, people management, and planning
* Delivered on-site program management and quality control to deliver projects on time, within budget, and per all milestones.
* Designed communication and implementation strategy. ▪Established SLA, performance metrics, and standard operating procedures. Identify, negotiate, and set project objectives. Proposed efforts needed to satisfy demands, resources, to maintain project parameters.
* Worked with Atlanta University Center, The Falcons, Novalis, City of Atlanta, APS, Local School council, Mays Cluster schools’, and schools in urban communities to introduce school gardens, STEM curriculum, recycling programs on campus, and developed campaigns driving engagement with students, parents, teachers, and community leaders and laying the foundation for a sustainable future.

**AT&T | ALPHARETTA, GA | 2004 TO 2007**

**Project Manager/ Real Estate Department**

* Gathered annual maintenance renewal quotes, such as updated pricing and new discounts, from local and national vendors/ contractors.
* Compiled summarized reports of maintenance renewal expenses and achieved cost savings/avoidance in maintenance renewal transactions.
* Managed the accounting and reporting for individual real estate assets via proprietary systems.
* Extracted international commercial lease abstractions and maintained Quality Assurance of over 2500 commercial leases and terms.
* Prioritized and delegated the distribution of assignments amongst the 9-member department.
* Performed South American and US commercial lease terminations and renewals.
* Generated multiple reports and ran auditing processes for all executives and key stakeholders.
* Recruited, hired, managed, and led cross-functional teams to deliver all projects within schedule, budget, and scope.

**Additional Credentials**

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| **Technical Skills**  **Languages** | Microsoft Office (Word, Excel, PowerPoint, Outlook, Access, Publisher) / Microsoft Visio / Microsoft SharePoint / Adobe Photoshop / Google Docs / Google Drive / Google Calendar Google Plus / QuickBooks / Dropbox / Salesforce  Japanese, Spanish   * [Food Heroes ATL: Rescuing Meals from the Landfill on the Path to Zero Waste](http://www.airportmagazine-digital.com/airportmagazine/april_may_2019/MobilePagedReplica.action?pm=1&folio=18#pg20), Airport Magazine, 2019 * [Atlanta: An Airport Case Study in Trying to Manage Plastic Waste](https://skift.com/2019/07/16/atlanta-an-airport-case-study-in-trying-to-manage-plastic-waste/), Skift Magazine, 2019 |
| **Publications**  **Digital Media**  **Honors & Awards** | * [Risk, Resilience and Sustainability, Airport Magazine, 2018](http://www.airportmagazine-digital.com/airportmagazine/october_november_2018/MobilePagedArticle.action?articleId=1441742#articleId1441742) - Airport Magazine, 2019 * [Atlanta's Plastic Waste Takes on New Life as Host Committee Uniforms](https://www.prnewswire.com/news-releases/atlantas-plastic-waste-takes-on-new-life-as-host-committee-uniforms-300787711.html) - Ciston PR Newswire, 2019 * [Smart Cities, 2019](https://www.gwcca.org/smart-city-expo-making-sustainability-sexy-and-measurable/) * [ACRP Synthesis 92- Transportation Review Board](http://www.trb.org/ACRP/ACRPSynthesis92.aspx) – 2018 * [Women Are The Key To Fighting Climate Change](https://www.southface.org/the-journal/women-are-the-key-to-fighting-climate-change/), 2018 * [Small Steps, Big Impact: Social Marketing and Its Impact on Passenger Behavior](http://www.airportmagazine-digital.com/airportmagazine/april_may_2017?folio=24&pg=26#pg26) – Airport Magazine, 2017 * [Sustainability Leaders in the Travel Industry, Global Traveler](https://www.globaltravelerusa.com/liza-milagro-sustainability-manager-hartsfield-jackson-atlanta-international-airport/)- April, 2017 * [Contracts, Leases & RFP’s: The Real Roots to Sustainability Compliance](http://www.airportmagazine-digital.com/airportmagazine/april_may_2016?pg=28#pg28) – Airport Magazine, 2016 * [Grow Me the Money](http://www.airportmagazine-digital.com/airportmagazine/february_march_2015?pm=2&u1=texterity&linkImageSrc=%2Fairportmagazine%2Ffebruary_march_2015%2Fdata%2Fimgpages%2Ftn%2F0036_reovvw.gif%2F&pg=36#pg36) – Airport Magazine, 2015 * [Airborne Kitchen Grease: A New Frontier in Sustainability](http://www.airportmagazine-digital.com/airportmagazine/february_march_2014/?pm=2&u1=friend&pg=36#pg36) – Airport Magazine, 2014 * [Dirty Materials Recovery Facility…Not So Dirty After All](http://www.airportmagazine-digital.com/airportmagazine/aaugust_septemberugust_september_2013#pg49) – Airport Magazine, 2013 * [Good Traveler Emissions Offset Animated Video](https://www.dropbox.com/s/l4k443vwlmzzi5m/TheGoodTraveler-ATL-final-video.mp4?dl=0) * [GreeningATL Recycling Animated Video](https://www.dropbox.com/s/ws32o4ht3lxm728/ATL%20Recycling%20Animation%20Final_Will_Go.mp4?dl=0) * [I’m GreeningATL Compilation Video](https://vimeo.com/227163476) * [I’m GreeningATL – Laura Seydel](https://vimeo.com/223855085) * [I’m GreeningATL – Arthur Blank](https://vimeo.com/218068409) * [ATL Sizzle Reel](https://vimeo.com/180664067) * [SDG Goals](http://17sustainabledevelopmentgoals.org) * [Super Bowl PSA](https://youtu.be/3hfYy-Um5UQ) * [Everyone Deserves a Meal - Super Soul Sunday's - Oprah Winfrey Network (OWN)](http://www.oprah.com/own-super-soul-sunday/everyone-deserves-a-meal) * [Food Heroes @ ATL – NBC News w/ Lester holt](https://www.youtube.com/watch?v=kzEy2g-1Z1c) * Top 100 Environmental Leader Honoree- 2019 * Project of the Year – Environmental Leader Magazine, 2015 & 2019 * GreeningATL Excellence Awards- 2016, 2017 * Planned, developed, and implemented the ‘greenest’ Super Bowl in Aviation history, 2019 * Biopolymers - World Congress of Advanced Materials, China, 2014 * Green Ambassador – Atlanta Falcons, 2011 * Love Your Block Grant Recipient -3x Recipient * Airports Going Green – Honorable Mention, 2018 * Atlanta Metro Chamber of Commerce E3 Awards – Honorable Mention, 2018 * Inspire Atlanta, Atlanta Woman’s Foundation– Inaugural Class 2018 |
| **Organizations** | * Atlanta Recycles * Park Pride * Association of American Airport Executives * USGBC * Southeast Recycling Development Council * Georgia Recycling Coalition * Audubon Forest Neighborhood Association * Life Cycle Building Center (LBC) * Georgia Environmental * US Composting Council * Georgia Department of Economic Development |
| **Volunteerism** | Red Cross /Andrew and Walter Young YMCA/ No Kid Hungry/ Covenant House  Volunteer Science educator in underprivileged communities/ Food Hero |
| **Interests** | Gardening, Reading, Beaching, Photography, Restoration of MCM furniture, Traveling |

**Detailed References Available on Request**