

Application Form

Profile

Max

First Name

Stoff

Last Name

maxstoff1@gmail.com

Email Address

153 Oak Street

Home Address

Suite or Apt

Newton

City

MA

State

02464

Postal Code

What Ward do you live in?

None Selected

Mobile: (781) 859-8586

Primary Phone

Alternate Phone

GovInvest Inc.

Employer

Director of Customer Success

Job Title

Which Boards would you like to apply for?

Financial Audit Advisory Committee: Submitted

Interests & Experiences

Please tell us about yourself and why you want to serve.

Why are you interested in serving on a board or commission?

I am interested in the Financial Audit Advisory Committee for three key reasons. One, I am a new homeowner in Newton, and I am committed to making a long-term positive impact in my direct community. Two, the overarching goals and structure of the Committee align most closely with my professional skillset so I believe that this is the Committee where I could drive the most value for the City. Currently, I spend my day-to-day partnering with state and local government agencies to leverage cloud-based software to run financial forecasts primarily around Pension liabilities, OPEB liabilities, and employee labor costs. Frequently, I help draft, plan, and occasionally present reports for City Councils, Finance Committees, and internal agency executives. Three, I firmly believe in the importance of fiscal accountability and process improvement, and I have seen first-hand that this can lead to meaningful organizational change in public agencies and ultimately benefit the citizens that they serve.

[Max_Stoff_Resume.2022.pdf](#)

Upload a Resume

Max Stoff

• Los Angeles, CA • (781) 859-8586 • mstoff@usc.edu

EDUCATION

- Sep 2016 - Aug 2018 **University of Southern California Sol Price School of Public Policy** Los Angeles, CA
Master of Public Administration
- Relevant course work: Public Financial Management and Budgeting (PPD 541), Policy and Program Evaluation (PPD 542), Government Contract Management (PPD 664).
- Sep 2012 - May 2016 **Boston College** Chestnut Hill, MA
Bachelor of Arts in Political Science, Bachelor of Arts in Psychology
- Relevant course work: Politics of Education Reform (PO20101), American Political Thought (PO34201), Constitutional Rights in Conflict (PO36002).
- Jan - May 2015 **Freie Universität Berlin** Berlin, DE
Semester Abroad, Politics of the EU
- Aug - Dec 2014 **University of Edinburgh** Edinburgh, UK
Semester Abroad, International Relations
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PRIVATE SECTOR, TECHNOLOGY, AND GOVERNMENT CONSULTING EXPERIENCE

- Jan 2019 - **GovInvest Inc.** Los Angeles, CA
Director of Customer Success
- Accelerated platform adoption, engagement, and expansion across a territory of >300 government agencies leading to the retention of >\$5M in ARR while maintaining an average quarterly churn rate of <1.75%.
 - Implemented companywide KPIs (e.g., NPS, CSAT, and pipeline and renewals forecasting).
 - Administered >1.5K technical software trainings for senior public finance officials on Pension, OPEB, and Labor Costing software modules with an average quarterly CSAT of >95%.
 - Advised, assessed, and presented 200 Pension and OPEB funding policies for state and local government agencies.
 - Managed, trained, and mentored a Customer Success Team on deploying solutions, training customers, and driving more effective usage leading to a department-wide average quarterly NPS of >80.
- Nov 2017 - Jan 2019 **Bloomberg LP** San Francisco, CA
Equity Product Specialist
- Conducted in-depth financial analysis and technical software trainings for Bloomberg's >350K SaaS platform clients with a primary focus on building Excel models via proprietary API.
 - Led Analytics & Sales Department performance in client requests resolved via phone call and remote screen sharing. Earned a top 3% ranking in a global department of >1.7K employees with an average quarterly CSAT of >98%.
 - Fostered collaboration between Product Managers and the Analytics & Sales Department as Advanced News Product Contact through drafting department-wide briefers on product advancements.
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GOVERNMENTAL, LEGISLATIVE, AND POLICY EXPERIENCE

- Jan - Jul 2017 **Los Angeles Area Chamber of Commerce** Los Angeles, CA
Graduate Policy Intern
- Researched, analyzed, and coordinated the Chamber's positions on state and federal legislation related to education and workforce development from the perspective of the Los Angeles business community.
 - Authored policy letters on state and federal legislation on behalf of the Chamber President.
 - Prepared and executed agendas for monthly Education Council Meetings and Legislative Advocacy Trips to Sacramento, CA and Washington, DC.
- May 2015 - Jan 2016 **Consumer Financial Protection Bureau** Washington, DC
Policy Assistant
- Produced data-driven financial analysis related to the oversight and enforcement of the Equal Credit Opportunity Act.
 - Composed segments of public speeches on economic, social, and financial topics for the Department Director including a presentation to Fannie Mae executive leadership.
 - Exceeded performance expectations leading to full-time remote employment extension during senior year of college.

- May - Aug 2014 **Office of United States Senator Elizabeth Warren** Washington, DC
Legislative Intern
- Took leadership on concurrent tasks for multiple staffers including drafting summaries of Senate Banking, Housing, and Urban Affairs Committee meetings that was leveraged to brief the Senator.
 - Performed real-time intake, research, and response to constituents' policy inquiries to educate them on the Senator's positions on a plethora of topics from, the Nuclear Deal with Iran to local tax policy.
- Sep - Dec 2013 **Office of Governmental Affairs for Governor Deval L. Patrick** Boston, MA
Governmental Affairs Intern
- Drove participation of state and local elected officials in state-wide public events (e.g., firearm safety bill signing) through targeted outreach campaigns.
 - Synthesized large public data sets to produce actionable research on local civic engagement rates.
- Sep 2012 - May 2013 **Office of Boston City Councilor Salvatore LaMattina** Boston, MA
Student Research Assistant
- Briefed the Councilor weekly on community concerns (e.g., the proposal to build a casino in East Boston).
 - Served as a vital point of contact between the Councilor's office and East Boston residents through logging and analyzing data in Accela SRM.

PUBLIC SERVICE, COMMUNITY ENGAGEMENT, AND ADVOCACY EXPERIENCE

- Jul 2013 – Dec 2015 **Integral Resources Inc.** Cambridge, MA
Political Fundraiser
- Dominated fundraising cold-calling campaigns for progressive causes (e.g., Emily's List) consistently ranked in the top 10% of all fundraisers across three office locations ranked by dollars raised per hour.
- Aug 2011 - Jul 2012 **The Breakthrough Collaborative** Austin, TX
AmeriCorps Member
- Taught ninth grade algebra to future first generation college students.
 - Developed an excel-based tracking system organize students' transportation to and from the program.
- Jul 2011 - Jun 2012 **City Year, Washington, DC** Washington, DC
AmeriCorps Member
- Served as a tutor, mentor and classroom assistant at Hart Middle School in Southeast Washington, DC.
 - Elected Community Engagement Coordinator responsible for creating a stronger bond between the school and the surrounding community.
 - Logged over 2K hours of AmeriCorps service in a high-need, high-risk setting.

SCHOLARSHIPS, GRANTS, AND FELLOWSHIPS

- Mar - May 2017 **Vestibular Disorders Association Legislative Policy Grant**
- Awarded maximum grant amount (\$2,000) to build a policy plan based on key goals of becoming more influential with state health agencies and advocating for increased funding for vestibular research. Plan is currently still in use and yielding impactful results.
- Aug 2014 - May 2016 **Boston College Clough Center for the Study of Constitutional Democracy Junior Fellow**
- Actively participated in members-only academic discussions with Political Science thought leaders a focus on the public policy.
- May - Aug 2014 **Boston College Civic Internship Grant**
- Earned maximum award amount (\$1,500) through successfully completing legislative internship in US Senator Elizabeth Warren's Washington, DC office.
- Aug 2012 - May 2016 **Boston College Endowed Scholar**
- Earned maximum award amount (\$20,000) for sustained academic achievement at Boston College.
- Aug 2011- Jul 2013 **AmeriCorps Segal Education Award**
- Earned maximum award amount (\$6,195) through successfully completing 3 AmeriCorps programs.