

Joy Armstrong

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PROFESSIONAL SUMMARY & OBJECTIVE

City Planner with 6 years of diverse experience, dedicated to advancing **equity** and **justice** through **civic design**, **research**, and **policy**. Committed to community-driven and co-creative approaches to tackling cities' toughest problems. **Seeking a role supporting the public sector in addressing issues of climate and mobility justice.**

EDUCATION

Master in City Planning

2024

Massachusetts Institute of Technology (MIT)

Cambridge, MA

- Relevant Coursework: Quantitative & Qualitative Research, Spatial Analytics, Urban Design Studio, Participatory Action Research, Engaging Communities, Urban Energy Systems, IJJA & IRA Policymaking for States and Cities
- Cross-Registered Coursework: Adaptive Leadership, Urban Politics Field Lab at Harvard Kennedy School of Gov.
- Awards & Honors: Vice Chancellor Full Program Scholarship with Research Stipend

Bachelor in Business Administration

Georgia Institute of Technology (GT)

Atlanta, GA

- Relevant Coursework: Economics (Micro, Macro), Systems Analysis & Design Thinking, Marketing, Accounting, Servant Leadership, Technical Communication for General Audiences, Management Science, Business Analytics
- Awards & Honors: Summa Cum Laude, Dean's List, Zell Miller Scholarship, GT Emerging Black Leaders Scholarship

SKILLS

Design	Research	Analysis	Project Delivery
Design & Systems Thinking, Co-Design, Facilitation, Stakeholder Engagement, Process Mapping, Ideation, Prototyping, Testing	Quantitative & Qualitative Research, Participatory Action Research, Case Studies, Interviews, Literature Review	Evidence-Based Decision-Making, Data & Spatial Analysis, Statistics, Policy Analysis, Program Evaluation	Project Management, Communication (Written, Oral, Visual), Storytelling, Public Speaking

Tools: Illustrator, Photoshop, InDesign, Canva, Figma, Rhino, QGIS, R, SQL, SAS, Qualtrics, Tableau, Salesforce, Excel, Google Suite, Microsoft Suite, Asana, Monday, Miro, Notion, Slack

EXPERIENCE

Graduate Research Assistant

2022 – Present

MIT Department of Urban Studies & Planning (DUSP)

Cambridge, MA

- Analyzed 20,000+ eviction records to identify and codify the informal pathways through which tenants are evicted in Boston, MA, directly supporting Professor Justin Steil's research
- Investigate factors that increase the likelihood of informal evictions, conducting literature reviews, producing data visualizations, contributing written summaries, and developing visual representations of eviction pathways

Mayor's Office of New Urban Mechanics Summer Fellow

Summer 2023

City of Boston

Boston, MA

- Led Boston's Climate Ready Bus Stop Pilot: Researching, ideating, and prototyping innovations to cool bus stops in Boston's hottest and most socially vulnerable areas
- Cultivated partner and stakeholder relationships in collaborative project ideation and design meetings
- Conducted a heat, equity, and ridership analysis to prioritize 10 pilot demonstration locations, creating an evidence-based, visual framework for future bus shelter prioritization studies
- Developed community engagement, implementation, and evaluation guides, and a framework to integrate learnings into the design of Boston's future bus stops, delivered in a presentation to City leadership and partners

Senior Analyst

2020 – 2022

The Bail Project

Atlanta, GA

- Co-designed and operationalized workload management tools to drive actionable insights, enhancing quality and reliability of client support and informing strategic policy advocacy efforts, delivered in an all-staff training session
- Promoted data-driven decision-making by designing and leading training sessions for over 50 field staff, improving their ability to assess program results, set actionable goals, and derive meaningful insights from data

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EXPERIENCE, CONTINUED

Analyst

Co-op 2015 - 2017, Full time 2019 – 2020

Delta Air Lines

Atlanta, GA

- Developed a live customer feedback dashboard in partnership with the in-flight culinary team, transforming an underutilized feedback mechanism into a key decision-making tool
- Created a dynamic resource allocation model that optimized headcount and maintenance equipment availability in partnership with maintenance mechanics, reducing downtime and ensuring continuous operational efficiency
- Led the recruitment and training of 30+ undergraduate interns, streamlining the hiring and onboarding process

PROJECTS & RESEARCH

A Close Look at Atlanta's Neighborhood Planning Unit (NPU) System

2024

MIT Master in City Planning Thesis

Atlanta, GA

- Evaluated the NPU System's effectiveness as a tool for equity and civic empowerment through comprehensive analysis of demographic data, NPU meetings, governing documentation, and stakeholder interviews
- Identified barriers to access and to meaningful participation for underrepresented communities and proposed actionable reforms to realign the NPU system with its mission

Rethinking Residential Recycling Compliance in Providence, RI

2023

Harvard Kennedy School of Government Urban Politics Field Lab

Providence, RI

- Led a team of 4 students to address declining recycling rates through stakeholder research and behavioral testing
- Designed and executed a resident survey to evaluate the impact of educational materials on recycling compliance
- Delivered findings and actionable recommendations, supported by visualizations, in a presentation to the Mayor and the Office of Sustainability

Scaling PowerCorps Boston (PCB): Boston's Youth Green Jobs Training Program

2023

MIT Department of Urban Studies & Planning Practicum

Boston, MA

- Worked on a team of MIT students and program participants to create a blueprint for scaling Boston's youth green workforce training program, centering participant aspirations through design and co-creation frameworks
- Led 2 workshops on problem identification and ideation with program participants
- Conducted stakeholder interviews & analyzed labor data to identify green economy sectors for program expansion
- Developed visual frameworks for 5, 10, and 15-year scaling blueprints, including user identities for various training pathways, culminating in a final presentation to PCB leadership

COMMUNITY LEADERSHIP & ACTIVITIES

Data & Policy Team Lead

2024 – Present

PropelATL 2025 State of Transit Report Volunteer Working Group

Atlanta, GA

- Compare current and proposed bus service, identifying service gaps and areas for improvement
- Design maps and synthesize rider feedback to report and inform policy recommendations

Committee Co-Lead & Mentor

2022 – 2024

MIT DUSP Peer Application Support Service

Cambridge, MA

- Co-led a program supporting underrepresented applicants in planning, managing recruitment and training of 60+ mentors and matching 200+ applicants with PhD and Master student-mentors
- Mentored 6 prospective students through their application processes

Creator & Facilitator

2020

Conversations for Becoming Beloved Community

Atlanta, GA

- Led and facilitated a group of 20 college students in weekly conversations about race and justice
- Designed and implemented a curriculum focusing on implicit bias, accountability, and justice
- Provided a supportive space for grieving and reflection following the deaths of George Floyd, Rayshard Brooks, and Ahmaud Arbery, and helped participants articulate and commit to their visions for a more just Atlanta

Other: (Boston) LivableStreets Alliance Ambassador, Open Streets Boston Volunteer; (Atlanta) Truly Living Well Urban Gardener, NPU-F Member >> More examples of my work can be found at joyarmstrong.com.