

BIOGRAPHY

ANTOINETTE L. ALLEN – INTERIM DIRECTOR

DEPT. OF BUILDING AND HOUSING

Antoinette Allen comes into this position after serving the City of Cleveland for 23 years as an Assistant Administrator in the Department of Building and Housing.

As a Records Administrator she was responsible for developing and documenting procedures, overseeing and managing staff and serving as custodian to Building and Housing records and plans.

Various process improvements have been implemented under her leadership, including the automation of the multi-million dollar Rental Registration program and the Rental Registration Lockbox project, which has contributed to the growth and development of the Building and Housing Department.

Prior to joining the City of Cleveland, Allen was a Claims Customer Service Manager with Medical Mutual Ohio for 13 years, where she managed front-end operations in Cleveland and Toledo.

She graduated from Cleveland State University with a Bachelor of Arts Degree specializing in Communication and Psychology as well as graduate studies in business management and human relations.