Brittany C. Hardy

Relocating to Houston, Texas ◆ (404) 643-6903 ◆ hardybrittany92@gmail.com ◆ linkedin.com/in/brittanyhardy ◆ britthardy.com

Former U.S. diplomat fluent in Spanish and Portuguese with 10 years of experience spanning public service and technology. Skilled in strategic communications, stakeholder engagement, and risk mitigation, shaping organizational responses to complex, high-impact challenges.

AREAS OF EXPERTISE

- Public Affairs
- Government Relations
- Executive Communications
- Policy Analysis
- Message Development
- Event Planning and Execution
- Program Management
- Risk Assessment
- Regulatory Compliance

PROFESSIONAL EXPERIENCE

GOOGLE, Atlanta, Georgia

Monetized Policy Lead May 2024-Present

- Scaled the public interest content framework on YouTube to protect civic-value content from restriction or demonetization. Developed executive-level briefing materials and an evaluation matrix to guide leadership in assessing sensitive cases.
- Led the rollout of updated Adult Content enforcement guidelines, aligning cross-functional leadership across product, policy, and engineering teams to improve reviewer accuracy, reduce over-enforcement risk, and mitigate enforcement bias, increasing AI model precision from 71% to 97% and unlocking over $60M in revenue.
- Led the creation and ongoing management of a monthly cross-functional newsletter for senior leadership and partner teams, serving as a centralized source for policy launches, strategic priorities to enable machine-readable policies for responsible AI enforcement, and external regulatory developments.
- Designed and lead a recurring executive-level policy engagement series featuring the Federal Trade Commission (FTC), Congressional Affairs, and other key government stakeholders, equipping internal teams to anticipate regulatory priorities, pressure-test policy approaches, and proactively align with evolving compliance landscapes.
- Collaborate with internal partners and subject matter experts to address high-impact monetization risks, anticipate emerging abuse trends, and design scalable enforcement standards that protect revenue and reduce regulatory exposure.

Policy Lead December 2021-May 2024

- Led an audit of 300+ content and monetization policies to embed equity, integrity, and inclusion across products, with a focus on mitigating disproportionate harm to underrepresented and vulnerable users.
- Drove cross-team adoption of regulatory-aligned policy standards, reducing policy remediation needs by 50% in one quarter, and delivered leadership reporting on policy review outcomes, compliance, risk mitigation, and trends.
- Built multimedia roadmaps for senior leadership showcasing external engagements, conference participation, and regulatory reporting across teams, providing multi-year visibility into ongoing work and enabling tracking of stakeholder engagement across topics, regions, and executive participation.
- Cultivated relationships with global thought leaders, academics, and policy experts, and organized high-profile Trust & Safety roundtables and executive engagements to inform product policy development and enforcement standards.
- Developed briefing documents, executive decks, talking points, and pre-event materials to support senior leadership in external engagements and policy discussions.

U.S. DEPARTMENT OF STATE, Washington, DC

Foreign Service Officer September 2016-December 2021

OFFICE OF PUBLIC DIPLOMACY AND PUBLIC AFFAIRS, Washington, DC December 2020-December 2021

Public Diplomacy Desk Officer for East Africa, Sudan, South Sudan, and Burkina Faso

- Served as the Bureau of African Affairs' Office of Public Diplomacy and Public Affairs' (AF/PDPA) principal liaison for 13 posts in Africa, translating field priorities into leadership briefs to elevate post visibility and public diplomacy needs in Washington.
- Acted as an advocate for overseas posts, supporting funding requests, program approvals, public messaging decisions, and broader decision-making processes, while keeping PD officers informed of key regional developments, program opportunities, and budget updates to support timely planning and execution.
- Supported development and coordination of COVID-19 vaccine donation messaging in partnership with the White House, contributing to high-visibility communications disseminated through official presidential and State Department channels.
- **Group Meritorious Honor Award, 2021:** Recognized for innovation, adaptability, and teamwork during the Biden-Harris Administration transition and the Secretary's virtual visit to Africa, advancing PDPA objectives despite resource constraints.

U.S. CONSULATE GENERAL NOGALES, Nogales, Mexico March-December 2020

Vice Consul and Fraud Prevention Manager

- Interviewed nonimmigrant visa (NIV) applicants and adjudicated their cases quickly and professionally in Spanish.
- Supported Mission Mexico efforts to protect U.S. citizens by providing emergency assistance during crisis situations.
- Supervised local staff in the Fraud Prevention Unit responsible for unit correspondence and conducting fraud interviews.
- Partnered with U.S. law enforcement and Mission Mexico Fraud Prevention Managers to prevent and mitigate consular fraud, identify local and national fraud trends, and conduct validation studies to assess risk patterns.

U.S. CONSULATE GENERAL RIO DE JANEIRO, Rio de Janeiro, Brazil July 2017-September 2019

Vice Consul and Consular Communications Outreach Manager

- Conducted over 18,000 NIV interviews in Portuguese at one of the U.S. government's four largest visa-issuing missions.
- Collaborated with consular managers to identify and recommend process improvements to increase efficiency, promote consistent decision-making, and improve customer service and team morale.
- Supervised four local staff in the Consular Communication and Outreach Office (CCO), overseeing consular correspondence, Congressional inquiry responses, official consular social media accounts, and coordination of consular outreach visits.
- Organized outreach events in coordination with CCO and Public Affairs, delivering visa presentations to diverse audiences including students, parents, tourists, travel agents, and entrepreneurs.
- Managed and expanded the U.S. Consulate's MeetUS! youth outreach program in Brazil, leading cross-cultural engagement with Brazilian ESL students by coordinating school partnerships, mission logistics, and diplomat-led interactive sessions.
- **Customer Service Award, 2018:** Honored for dedication and professionalism in planning and executing the consulate's largest annual event, the Fourth of July party, attended by over 700 guests.

DAR AMERICA, U.S. CONSULATE GENERAL CASABLANCA, Casablanca, Morocco June-August 2015

Public Affairs Fellow

- Facilitated weekly professional development sessions on entrepreneurship in emerging economies for Moroccan entrepreneurs, using structured online course materials from Coursera.
- Researched and delivered an informational seminar on financing higher education in the U.S. for Moroccan students.
- Drafted weekly Public Affairs updates and event summaries for "Casablanca Notes," the consulate-wide internal newsletter.

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY
Master of Business Administration, May 2028

HARVARD BUSINESS SCHOOL
Advancing Women of Color in Leadership with Linda Hill and Tony Mayo, Certificate of Completion, May 2024

HARVARD DIVISION OF CONTINUING EDUCATION
Introverts as Leaders: Quiet Power as a Leadership Strength with Mary Shapiro, Certificate of Completion, September 2022

UNIVERSITY OF SOUTHERN CALIFORNIA
Master of Public Diplomacy, May 2016
Honors:

- 2015 Congressional Black Foundation Spouses Education Scholar
- Lambda Pi Eta Honor Society
- USC Association of Public Diplomacy Scholars

PRINCETON UNIVERSITY
Bachelor of Arts in Religion, Minors in African American Studies and Spanish, June 2014
Honors:

- 2014 Charles B. Rangel International Affairs Fellow
- 2012 Benjamin A. Gilman International Scholar
- 2012 Shawn Carter Foundation Scholar
- Featured in Princeton University's admissions publication *2014-2015 Experience Princeton* for senior thesis research in Jamaica
- Invited to 2012 presidential campaign fundraising reception for First Lady Michelle Obama

Study Abroad:

- **College Year in Athens,** Athens, Greece, Spring 2013
- **Mount Menoikeion Seminar,** Hagios Ioannis Prodromos Nunnery in Serres, Greece, Summer 2013

LEADERSHIP & SERVICE

- **Princeton Class of 2014 Alumni President,** 2019-2024: Elected by classmates to serve as the primary liaison between the class, alumni body at large, and the University.
- **Leadership Enterprise for a Diverse America (LEDA) Alumni Honoree, 2022:** Received award for exceptional leadership while embodying LEDA's Core Values – Excellence, Integrity, Compassion, and Community.
- **Big Brothers Big Sisters of Metro Atlanta Mentor,** 2024-Present
- **Princeton University Alumni Interviewer,** 2017-Present
- **Forté MBALaunch Program Participant,** 2021
- **EducationUSA Advisor (Volunteer),** 2017–2019: Advised prospective international students on U.S. higher education applications, including essay review and informational presentations.
- **Post Language Program Officer,** 2017-2019: Developed a budget proposal and secured funding to support language programming, while coordinating participant communications and program logistics.

LANGUAGES

Spanish (Fluent); Portuguese (Fluent)

TOOLS & PLATFORMS

Google Workspace (Docs, Slides, Sheets); Microsoft Office (PowerPoint, Excel, SharePoint); Salesforce; Asana; WordPress; Social Media Management (Hootsuite)