

## Name and Contact Information

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**Objective:** To work with a creative company that is making a difference in the world.

### Summary of Qualifications:

- 14 years experience managing projects and people with training and start-up organizations. Clients include Miller Heiman, CNA Insurance, Booz-Allen and Hamilton, Procter and Gamble, American Express, and Skillsoft.
- 9 years social work and fundraising in educational and not-for profit environments such as YMCA, Boulder County Hospice, Food Share and Boston Public Schools.
- Fun. Conscientious. Intuitive. Responsive. Organized. Real. Focused. Candid. Resourceful.

### Experience and Skills:

Project Management- Managed over 100 complex projects with budgets between \$150,000-\$500,000. Maintained a 95% time/budget adherence rate. Orchestrated client and multi department efforts to produce leading-edge training products and knowledge management tools. Utilized Microsoft Project and Excel to communicate deliverables, staff assignments, schedules, and budgets.

People Management- Enhanced team performance with staffs of 3-14 in virtual and office settings. Provided direction, support, and appreciation through empowerment and bottom-line accountability. Organized and administered human resource functions and vendor selection and management. Contributed to strategic planning, day-to-day operations, and staff development.

Coaching, Counseling, and Mediating- Facilitated crisis management, problem solving, and conflict resolution in individual and group meetings. Inspired staff, children, families, government organizations, teachers, and vendors to explore new perspectives, generate ideas, maximize resources, and confront challenges. Created service networks to meet social needs.

Reporting and Tracking- Designed and implemented targeted reports to monitor business success and ensure product delivery. Developed solutions to meet customer demands with limited resources and personnel. Processed orders for publications, seminars, products, and client incentive programs. Collected client feedback.

Fundraising and Event/Meeting Planning- Implemented innovative projects to raise money, attract donors, solicit contributions, recruit volunteers, and update presentations. Produced annual special events. Handled logistics, travel arrangements, and customer service for training seminars.

### Employment History:

Grace and Graham	Boulder, CO	Project Manager	2002-2003
Frontline Technology Group	Boulder, CO	Project Manager	1998-2002
Career Track	Boulder, CO	Sales Support Staff Manager	1989-1998
Boston Public Schools	Roxbury, MA	Social Worker	1985-1988
YMCA	East Bridgewater, MA	Child Care Program Director	1984-1985

### Volunteer Contributions:

Boulder County Hospice	Boulder, CO	Co-Chair	1999-2001
Food Share	Boulder, CO	Project Manager	2001

### Education:

Springfield College	Springfield, MA	B.S. Community Service	1983
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