

Profile

An organizer and connector of people and information: improving processes and communication, bridging cultures, crossing information gaps, teaching new skills, and building understanding.

- ◆ Strong skills in organizing and facilitating meetings to help groups with planning and decision-making.
- ◆ Excellent communication skills, including developing key messages, defining audiences, developing training materials and delivering training, and creating communication materials (flyers, newsletters, presentations, manuals, articles, letters, brochures, web sites).
- ◆ Extensive expertise in analyzing processes, including defining steps in a process, identifying ways to improve a process, writing process/procedure manuals, and training people.
- ◆ Sensitive to the language and culture of people and fields; able to understand organizations and learn new fields quickly.

Experience

Partner. Ganzeria, Sullivan, IL.

2002-present

Started my own consulting practice to provide management and organizational consulting services.

- ◆ Wrote successful grant proposals for area businesses, nonprofit organizations, and government. Highlights include \$5 million in federal funding for a new Moultrie County Jail and \$160,000 in federal, state, and foundation grant funding over 9 months of part-time grant writing for a regional nonprofit organization.
- ◆ Organized and facilitated a statewide forum on local food systems for a state government organization.
- ◆ Developed training activities and materials and conducted training for the statewide Full Service Community Schools Initiative of the Illinois State Board of Education.
- ◆ Facilitated a community meeting and conducted board training for a grassroots Latino organization.
- ◆ Managed the start-up of a government-business-nonprofit partnership supporting an AmeriCorps literacy tutoring program.
- ◆ Provided coaching to senior managers as follow-up to a nonprofit management institute.
- ◆ Developed Web site content for a local chamber of commerce visitor's guide.

Project Manager. FRAC (now Civic Consulting Alliance), Chicago, IL.

2000-2002

- ◆ Worked on consulting teams to assess programs and processes, identify weaknesses, and recommend improvements during management consulting projects for municipal government clients.
 - ◆ Planned and facilitated the design and development of cross-functional procurement teams expected to achieve a time savings of 20% to 40% for city government.
 - ◆ Wrote a process manual for relocation of residents during a public housing capital improvement program, including a timeline and responsibilities for each role; facilitated content development and feedback sessions for the manual, worked with graphic designers, and managed client expectations.
 - ◆ Researched best practices and wrote recommendations for improvement in minority- and women-owned business certification and compliance processes for city government.
- ◆ Designed and led the implementation of an internal knowledge management system, including set-up and administration of an intranet.
- ◆ Hired and supervised summer interns.

Board Officer and Consultant. Global Outreach, Inc., Minneapolis, MN.

1994-present

- ◆ Planned and chaired Board meetings, led strategic planning, performed financial analysis for current and new programs, wrote newsletters and regulatory reports, and conducted orientation sessions for participants.

- Co-Founder and Co-Executive Director. Global Outreach, Inc., Alexandria, VA. 1994-1996**
- ♦ Created and managed a nonprofit international youth exchange organization providing internships and homestays focusing on agriculture and rural life for youth age 16 to 26 from the U.S. and over 15 countries.
 - ♦ Wrote a business plan, obtained \$20,000 in start-up loans, managed a \$200,000 annual budget, and obtained and administered \$120,000 in federal grants. Set up an office, wrote human resource policies, and supervised an office manager.
 - ♦ Managed agricultural and agribusiness internship programs for 80-100 youth annually.
- Summer Fellow. Council for Excellence in Government, Washington, DC. 1998**
- ♦ Led a Web site redesign project, designed and presented a workshop on creating public-private partnerships, and wrote a concept paper for a Congressional hearing on performance management in government.
- International Education Consultant. Self-employed, Washington, DC. 1996-1997**
- ♦ Led U.S. high school students on a 5-week homestay and travel program in Italy for World Learning. Researched and wrote training manuals, articles, and news releases on education and international youth exchanges for clients.
- Student Services/International Specialist. National FFA Organization, Alexandria, VA. 1992-1994**
- ♦ Coordinated internship, homestay, academic, and study tour programs for over 200 youth per year age 16 to 26 in the U.S. and over 15 countries in Europe, the former Soviet Union, Central America, Australia, and Japan.
 - ♦ Evaluated applicant and host qualifications and matched participants with appropriate hosts.
 - ♦ Counseled participants and hosts on cultural adjustment, communication, and conflict resolution.
 - ♦ Planned and conducted interactive orientation and debriefing sessions for groups of 2 to 50 participants.
 - ♦ Wrote and designed program manuals, newsletters, and promotional materials.
 - ♦ Led a group of U.S. high school and college students on a 3-week homestay program in Japan.

Education

- Boston University Graduate School of Management. 1999**
- ♦ MBA, concentration in Public and Nonprofit Management.
 - ♦ Co-founded the Public and Nonprofit Management Student Club.
- Yale University. 1991**
- ♦ Bachelor's of Arts in Sociology. Magna Cum Laude.

Community Involvement

- President of the Board of Directors. Moultrie County United Way. 2003-present**
- High School Catechist. St. Columille Church 2004-2005**
- Committee Member. Community Trendbending community development process. 2003-2004**
- Substitute Teacher. Sullivan High School. 2003**

Computer Skills

Highly proficient in all aspects of professional office computing.

- ♦ Word processing, spreadsheets, and presentation software, including Microsoft Office, Microsoft Works, Open Office, and KDE.
- ♦ Internet usage, including email programs and effective searching.
- ♦ Web site development, with a specialization in building collaborative web sites that facilitate information exchange and discussion among users (see, for example, <http://groups.avioncella.net/unitedway/wb>).
- ♦ Network and desktop administration and troubleshooting.