

## Summary of Skills

Project administration, writing, budget management, staff management, web site administration, training, documentation, event planning, marketing & communication, educational technology, troubleshooting.

## Education

- **American University, School of International Service; Washington, DC.** Dec. 2006  
**MA, International Communication.** Concentrations: Culture and Technology. GPA: 4.0/4.0  
Courses included: Training Program Design; Cross-cultural Communication; Public Service Advertising.
- **Macalester College; St. Paul, MN.** May 1998  
**BA, English and Communication Studies.**

## Experience

*Associate Director* • Center for Teaching Excellence, AU • Washington, DC • April 2006-June 2009

- Manage \$2,000,000 annual budget to enhance faculty teaching through use of classroom technology; includes formulation of annual and biennial budget request submissions and projections.
- Procure equipment for Center, including over \$500,000 annually in computer and AV equipment.
- Administer \$38,000/annual EPA research grant.
- Consult on and manage a range of projects, from proposal to completion, including creation of high-technology classroom, upgrades of specialized computer labs, and improvement of event spaces.
- Develop and implement marketing plan with consistent branding, creating and managing creation of materials including brochures, posters, logo, and completely redesigned website.
- Serve as acting Director of Center in Director's absence; represent Center on committees and task forces; build strong inter-departmental relationships to facilitate Center's work.
- Negotiate contracts, create job descriptions, solicit applications, review qualifications, interview, hire, and train over 65 full and part-time staff members.
- Manage staff of four in maintaining effective budget oversight, implementing marketing initiatives, and addressing needs of faculty, students, staff, and community members.
- Facilitate, support, edit, and provide budgetary and planning insight into grant-seeking process.
- Organize Center events, including tenure-track faculty orientation, ranging in size from 30 to 150.
- Collaborated on re-invention of AU website; received staff award for teamwork and innovation.

*Co-facilitator, TALK Program* • International Student Services, AU • Washington, DC • Spring 2008

- Led cross-cultural discussion group composed of 12 international and American students.
- Elicited discussion of sensitive topics in supportive and safe environment.
- Planned sessions and handle logistics for weekly semester-long program.

*Graduate Fellow* • Center for Teaching Excellence, AU • Washington, DC • Sept. 2004-April 2006

- Conducted training sessions in Excel, Word, Publisher, PowerPoint, Photoshop, Fireworks, & Dreamweaver.
- Customized workshops for users at a variety of skill levels, including students, faculty, & staff. Mapped, designed, and implemented web sites for authors and educational programs.
- Co-organized the Ann Ferren Teaching Conference for AU faculty, with 20% increase in attendance, in 2006.
- Planned and executed conferences and ongoing events ranging in size from 30 to 150.
- Resolved Blackboard (web course management tool) technical issues, to facilitate electronic learning.
- Solved a wide variety of computer-related problems.

*Webmaster & Designer* • Intercultural Management Institute, AU • Washington, DC • Sept. 2005-April 2006

- Created templates for web site composed of over 100 pages ([www.imi.american.edu](http://www.imi.american.edu)).
- Maintained consistent branding across web site and printed publications.
- Led effort to send HTML emails to over 1000 individuals using MS Access and Lotus Notes Designer.

*Fund-Raising Intern* • US.OneWorld.Net • Washington, DC • June-August, 2005

- Identified over 20 potential funders for nonprofit organization.
- Researched and built detailed database of over 50 charitable organizations.

**Publicist • Llewellyn Worldwide • St. Paul, MN • 2002-2004**

- Managed author visibility, cemented author-publisher relationships, and increased sales by obtaining reviews, planning tours, and arranging interviews for 40 authors.
- Raised revenues by managing publicity for Llewellyn's highest-grossing book in 2003.
- Facilitated book signings, dinner parties, and promotions at international trade shows.
- Organized and consolidated publicity campaign information, and press kits.
- Increased efficiency by organizing and documenting internal policies and procedures.

**Technical Editor & Writer • Retek, Inc. • Minneapolis, MN • 2000-2002, 2004**

- Delivered user, reference, and back-end documents and help for fifteen different products.
- Ensured consistent, professional, company-wide style by creating and maintaining style guide and template, and editing all documents produced by a team of ten writers.

**Technical Writer & Editor • Signorelli & Associates • St. Paul, MN • 1998-2000**

- Published engineering catalog, maintaining consistency between print and CD-ROM formats.
- Increased company adaptability by creating help in WinHelp, print/PDF, and Web-based formats.

### **Computer Skills**

Skilled with both PC & Mac platforms. Experienced with: Microsoft Word, Excel, PowerPoint, Publisher, Access; Macromedia Dreamweaver, Fireworks, & Flash; Lotus Notes and Lotus Notes Designer; Blackboard; Adobe Acrobat Reader/Writer/Distiller, Photoshop, and InDesign; ACT!; PTA; & Oracle database systems.

### **Language Skills**

*Intermediate:* French

*Basic:* Arabic, Turkish, and Spanish.

### **International Experience**

*Resident:* Bahrain, Canada, Cyprus, India, Kuwait, Turkey;

*Visitor:* Belize, Egypt, Fiji, Hungary, Japan, Mexico, the Netherlands, Oman, Singapore, Sri Lanka, Tanzania, United Arab Emirates, United Kingdom.

### **Honors and Activities**

- SIS Dean's List, 2005.
- Vice President, OneWorld AU Club, 2005.
- Founder and Chairwoman, Creative Collective Artists' Co-op, Minneapolis, MN 2000-2002.
- Secretary, Lambda Pi Eta, Communications Honor Society, St. Paul, MN, 1998.
- Alto, Festival Chorale and Seven Deadly Sins musical groups, St. Paul, MN 1994-1999.
- Tahr Award, Hiking, Kodaikanal International School, India, 1992-1994.

Other activities and interests include: Dance, sewing, running, yoga, travel, cooking.

### **References**

Dr. John Richardson, Director of CTE and Professor, School of International Service, AU. 202-316-4682, [jrich@american.edu](mailto:jrich@american.edu)

Dr. Kelly Nolin, Manager of Training & Assessment, CTE, AU. 970-219-3425, [knolin@hotmail.com](mailto:knolin@hotmail.com)

*Additional references available upon request.*