

## EDUCATION

Georgetown University Edmund A. Walsh School of Foreign Service, May 1998.

B.S. in Foreign Service. Major: International Politics. Concentration: USA in World Affairs. GPA: 3.418. Language proficiency: Spanish.

FLACSO/Universidad de Buenos Aires, Fall 1996.

Semester Abroad.

## PROFESSIONAL EXPERIENCE

2012-current. **Human Resources Manager**, *RSF Social Finance, San Francisco CA.*

**DUTIES:** Manage the activities of the HR department, including coordination of hiring processes and new staff orientation, benefits administration, and semi-monthly payroll.

2012. **Interim Human Resources Manager**, *DotNetNuke Corporation, San Mateo CA.*

**DUTIES:** Manage day-to-day human resources and payroll functions during incumbent's maternity leave, including PTO administration, new hire on-boarding, separations, travel & expenses, etc.

2011-2012. **Independent Organizational Design Consultant**, *McKesson via NorthHighland, San Francisco CA.*

### HIGHLIGHTS:

- Gathered data on client organization's strengths and weaknesses via interviews and document review.
- Created deliverable summarizing findings, problem statement, and recommendations.

2011. **Independent HR & Organizational Change Management Consultant**, *UPS via NorthHighland, Mahwah NJ.*

### HIGHLIGHTS:

- Created job families for a 4,000-employee IT organization.
- Facilitated meetings with IT managers to validate and revise job family descriptions.
- Provided project management and communications support.

2011. **Independent HR & Organizational Change Management Consultant**, *HBO via NorthHighland, New York City.*

### HIGHLIGHTS:

- Created descriptions for key roles on IT projects to align with new software development lifecycle.
- Designed a measurement model for projects as well as for individual performance on projects.
- Analyzed internal staffing current state to inform decisions regarding future needs.
- Provided advice and guidance on approach to organizational change.

2009-2010. **Independent Non-Profit Consultant**, *do good Consulting, Champaign-Urbana IL.*

### HIGHLIGHTS:

- Guided organization through executive hiring process and change management during leadership transition.
- Developed employee manuals for several clients.
- Prepared and facilitated trainings for various groups, including physicians, executive boards, and conferences.
- Facilitated client strategic planning process.
- Performed staffing analysis for a small business.
- Conducted market analysis to ascertain opportunities for local substance abuse and mental health organizations.

2009-2010. **Secretary for the Executive Board**, Common Ground Food Co-Op, Urbana IL.

**DUTIES:** Take minutes during board meeting. Produce official meeting minutes.

2008-2009. **Independent Human Resources Consultant**, DHS US-VISIT via NorthHighland, Washington DC area.

**HIGHLIGHTS:**

- Designed, documented, and implemented a process for on-boarding new employees.
- Created a program guide for federal internship and student employment opportunities.
- Created and managed a communications plan for a performance goal planning cycle, including writing copy for e-communications and posters.
- Worked with senior staff to identify and address problems with management of contractor workforce.

2007-2008. **Manager of Human Resources and Administration**, Washington Animal Rescue League, Washington DC.

**HIGHLIGHTS:**

- Overhauled employee policy manual, ensuring compliance with current laws and regulations.
- Added EAP to employee benefits plan.
- Advised management and staff through executive transition.
- Successfully recruited 23 new hires in 2007.

**DUTIES:** Develop and communicate policies; Facilitate employee relations and communication; Recruit candidates and orient new hires; Process payroll; Manage employee benefits and worker's comp; Coordinate IT initiatives with vendors and volunteers; Coordinate general administrative aspects of organization, including phone system, printing, etc.

2006-2007. **Program Manager**, Community Technology Centers' Network, Washington DC.

**HIGHLIGHTS:**

- Developed training curriculum and materials; presented trainings to non-profit staff and volunteers in various cities.
- Wrote and disseminated marketing materials for new training and grant program.
- Led collaboration to create self-assessment tool for community technology centers.

**DUTIES:** Develop materials for new training and grant program, including marketing, curriculum, grant plan and review process; Coordinate training institutes in cities around the United States.

2006. **Human Resources Representative (temporary)**, Children's Physician Management Services, San Diego CA.

**HIGHLIGHTS:**

- Successfully filled 10+ staff positions at soon-to-open pediatrics office as well as openings at other offices.
- Improved personnel file organizational system.

**DUTIES:** Recruiting; Reorganize personnel file system; Research and make recommendations re: new ID badge system.

2004-2006. **Operations & Human Resources Assistant**, San Diego IHSS Public Authority, Chula Vista CA.

**HIGHLIGHTS:**

- Shared Human Resources Manager duties for 6 months during position vacancy.
- Successfully recruited for 18 open positions over 18 months.
- Trained staff on subjects such as wage and hour laws, equipment use best practices, and improving quality.
- Created processes, systems, and policies related to HR, purchasing, and financial aspects of organization.

**DUTIES:** Process payroll, manage benefits and workers comp, and assist with recruiting; Create and manage processes for day-to-day operations and special projects; Facilitate relations with IT vendor and provide basic tech support to staff.

2002-2004. **Co-founder/Director of Operations**, *Verami, Inc., Boston MA.*

**HIGHLIGHTS:**

- Co-founded non-profit organization to provide services to nonimmigrants.
- Led strategic planning process; wrote business plan, filed incorporation paperwork, and obtained 501(c)3 status.

**DUTIES:** Write marketing material and proposals; Perform all administrative, financial, and technical tasks required by the organization; Meet regularly with Executive Director to provide support and program-related suggestions.

2004. **Interim Director of Young Adult Ministries**, *Newton Presbyterian Church, Newton MA.*

**HIGHLIGHTS:**

- Fostered a sense of community and ownership among group of approx. 30 group members in their 20s and 30s.
- Created "continuity binder" for lay members of Steering Committee, who serve staggered 2-year terms.
- Wrote job description for permanent, part-time Director of Young Adult Ministries; began recruitment process.

**DUTIES:** Act as liaison between church leadership and Young Adults group; Provide spiritual guidance and pastoral care; Support, advise, and cultivate group leaders; Oversee hiring process of permanent Director of Young Adult Ministries.

2002-2005. **Consultant/Owner**, *Logos Services, Watertown MA.*

**HIGHLIGHTS:**

- Created or redesigned websites for small businesses and educational and non-profit organizations.
- Self-managed 2-month to 18-month projects.

**DUTIES:** Design websites and create interactive online systems; Provide technical support and advice to clients.

2001-2002. **Web Team Manager**, *WIDE World, Harvard University Graduate School of Education, Cambridge MA.*

**HIGHLIGHTS:**

- Member of management team for online professional development project.
- Contributed to strategic planning process to expand services.
- Created policies and procedures for technical development, course registration, etc.

**DUTIES:** Plan and prioritize web development projects and technical support needs; Manage team of three web developers.

2000-2001. **Web Developer**, *WIDE World, Harvard University Graduate School of Education, Cambridge MA.*

**HIGHLIGHTS:**

- Designed interactive website to advertise, enroll, and teach learners in online courses.
- Developed and supported online tools for use by instructors and teaching assistants.
- Created systems and processes for enrollment and support of learners.

**DUTIES:** Create, maintain, and improve interactive websites; Respond to e-mails from instructors and learners to make improvements and fix errors; Collaborate with other team members to improve processes.

1999-2000. **Senior Web Diva**, *Business Information Network, Alexandria VA.*

**HIGHLIGHTS:**

- Began in 1999 as Junior Web Diva and advanced to Senior Web Diva within 1 year.
- Quickly assimilated new skills, including e-mail server administration and ColdFusion programming.

**DUTIES:** Work with clients to address website and e-mail needs; Design and optimize websites and graphics according to client specifications; Create interactive forms, databases, and page templates.

1997-1999. **Assistant to the Dean**, Office of Student Financial Services, Georgetown University, Washington DC.

**HIGHLIGHTS:**

- Researched and implemented digital document imaging system.
- Supervised work study students.

**DUTIES:** Program in computer reporting language FOCUS to retrieve data for reports; Perform administrative functions to support dean of financial aid office; Manage day-to-day operations of office.

**VOLUNTEER EXPERIENCE**

2010-2011. **Missions Deacon**, University Baptist Church, Champaign IL.

**DUTIES:** Provide leadership regarding community service and international missions. Lead and manage student leaders to organize and coordinate service opportunities. Mentor student leaders to enhance communication.

2007-2009. **Ministry Team Leader**, Young Professionals Ministry, Washington International Church, Washington DC.

**DUTIES:** Lead team of 3-4 members to plan Bible studies, events, and service projects. Provide leadership to group of 15-20 people.

2008. **Ministry Team Member**, Fellowship Team, Washington International Church, Washington DC.

**DUTIES:** Plan special events. Spearhead communications plan for annual small group kickoff. Provide support to small group Bible study leaders.

2007. **Ministry Team Member**, Discipleship Team, Washington International Church, Washington DC.

**DUTIES:** Collaborate with 3-5 committee members to plan offerings for Adult Sunday School. Plan and teach Adult Sunday School classes on a rotating basis.

2007-2008. **Teacher**, People Without Borders, Washington DC.

**DUTIES:** Regularly teach 10-week Advanced English course.

2003-2004. **Webmaster/Communications Team Member**, Mass for Clark, MA.

**DUTIES:** Work with Communications Team to strategize volunteer mobilization and plan dissemination of information. Make daily updates to grassroots website. Craft and send blast e-mails.

2002-2003. **Steering Committee Member**, Young Adults Ministry, Newton Presbyterian Church, Newton MA.

**DUTIES:** Work with 3-4 committee members to plan events, service projects, and Bible studies. Provide leadership to group of 25-30 people.

1999-2003. **Communications Chair**, Georgetown Theatre Alumni, Washington DC.

**DUTIES:** Design and maintain interactive website for alumni organization. Spearhead communication and membership efforts. Participate in organizational strategy and event planning as member of executive board.

1998-2000. **Web Diva/Bookkeeper/Office Manager/Teacher**, People Without Borders, Washington DC.

**DUTIES:** Design and maintain website for small non-profit. Keep track of payables and receivables, and run monthly financial reports. Teach 7-week American Citizenship course.

**SPEAKING ENGAGEMENTS & WORKSHOPS**

- **Illinois Association of Rehabilitation Facilities conference**, Presenter, "Getting Off to a Good Start: Tips for New Executive Directors/CEOs"; Panel facilitator, "Leading as a Woman: Gender and Power in Human Services", October 2010.

- **Alliance for CME board meeting**, “Executive Board Conflict of Interest”, October 2010
- **Association of Professional Humane Educators conference**, “Computers Don’t Bite: Cheap and easy ways to use technology in your personal and professional life”, April 2010
- **National Association of Interpreters, Region IV Conference**, “Want results? Build Relationships!” (Based on Five Dysfunctions of a Team by Patrick Lencioni), April 2010
- **Illinois Inclusive Women’s Career Conference**, Small Group Facilitator
- **Midwest Environmental Educators Conference**, “Empowering Volunteers: Making the Most of Your Free Workforce”, October 2009
- **CTCNet Connections for All Accessibility Institute**, Accessibility and Organizational Self-Assessment, various cities, November 2006-January 2007

#### **SKILLS**

- SPHR-certified HR Generalist, including policy development and implementation, employee relations and progressive discipline, recruiting, terminations, payroll, employee benefits, and worker’s compensation
- Organizational change management and organizational development
- Policy and procedure development and implementation
- Process design and documentation
- Public speaking, meeting facilitation, and training of individuals and groups
- Communication planning, writing, and editing
- Proficient in Spanish; some German