

Institutional Advancement Professional & Certified *Havening Techniques*® Practitioner

Active Communicator	Resourceful Attitude	Collegial Worker	Entrepreneurial Spirit
Diplomatic	Multi-task savvy	Dependable Co-worker	On-the-Job Learner
Reflective Listener	Flexible & Adaptive	Team Convener	Self-Starter

Experience

Technical Lead: Constituent Relationship Management (CRM) winter 2018-19 **SUNY**

Enrollment Services, Jefferson Community College Watertown, NY

- Increase prospective student recruitment with implementation of Technolutions Slate CRM functions
- Oversee data integrations with the current IT for progressively advancing cyclical outreach operations
- Identify CRM driven technical improvements for business operations and recruiting workflow efficiency
- Document processes, create training guides for staff, faculty, advisor, and student users
- Collaborate on planning and executing improvements to Enrollment and Applicant Admission processes
- Notify stakeholder constituents and CRM users of progress and emerging functions
- Consult with Marketing and Admissions Directors to prioritize projects and enhancements

Public Conversations Project **Administrative Manager: Executive, Operations, and Program 2014-2015**

Fostering Constructive Dialogue in Challenging Venues Watertown, MA

- First constituent contact supporting all aspects of program and project delivery
- Maintained project, training, and development *SalesForce* databases
- Coordinated administration and registration with program staff, consultants, clients, and venue hosts
- Communicated with constituents and managed gift acknowledgements
- Produced *Constant Contact* communications, completed electronic registrations, updated website postings
- Documented program schedules, logistics, and metrics; organized data and file sharing
- Managed interface with accounting, human resource, and financial consultants
- Trained and supervised administrative assistant, volunteers, and student interns
- Oversaw infrastructure operations: telecoms, HVAC, maintenance/repairs, computer and IT resources
- Provided hospitality services, refreshments, catering, AV equipment, room set up, workshop materials

UUSC **Department Coordinator Institutional Advancement 2011-2012**

Advancing Human Rights Through Grass Roots Collaboration Cambridge, MA

- Arranged senior staff speaking engagements, venue logistics, and travel
- Coordinated organization-wide calendar of public and private events/marketing, and participant tracking
- Provided membership services, produced constituent communications and gift acknowledgements
- Scheduled, facilitated, and documented organization-wide team meetings
- Tracked department account spending and processed reimbursements
- Maintained constituent and advancement activities databases in *FileMaker Pro* (similar to *Raiser's Edge*)
- Trained and supervised clerical help, volunteers, and student interns

Windwalker's Horticultural Services **Principal/Owner 2001-2009, 2013-2014**

- Homeowner client-centered landscape gardening business Metro-West Boston & Wilton, NH

New England Yearly Meeting (see next page) **Administrative Staffing 1990-1994, 2001-2003, 2010**

Regional Office for the Religious Society of Friends Worcester, MA

- Provided member services, events management, communications, & *FileMaker Pro* database integrity

Massachusetts Institute of Technology

Administrative/Communications Secretary 1996-1998

Sea Grant College Program: Autonomous Underwater Vehicles Laboratory Cambridge, MA

- Administrative support to Principal Investigator/AUV Laboratory Manager, staff, and students
- Managed calendar, speaking engagements, travel arrangements, and budget
- Supported Multi-disciplinary University Research Initiative (MURI): Deep Ocean Studies expeditions
- Communicated with research collaborators, journalists, and the public
- Provided research expedition documentation and created laboratory press releases
- Executed editorial revisions and created graphics for professional and academic publications
- Prepared successful scientific grant application to the Office for Naval Research 1998
- Interviewed and supervised student interns in Undergraduate Research Opportunities Program (UROP)

New England Yearly Meeting

Worcester, MA

Interim Office Manager 2010

- Transitional office and Sessions support for new staffing structure in the Yearly Meeting

Sessions Registrar 2003

- Registration for annual Sessions: week-long residential inter-generational conference
- Managed college campus accommodations and remittances for 800 members

Interim Staff 2001-2002

Sabbatical Interim for Administrative Secretary; Office Assistant during staff transition

- Managed and supported office operations, database, communications, and annual publications
- Supported organizational meetings of boards and committees
- Prepared documents for annual business Sessions and publication

Administrative Secretary 1990-1994

Office Manager for the year round office serving 90+ congregations

- Served the presiding clerks, governing board, committees, and membership
- Developed and maintained proprietary database for NEYM's 4,000 households and 30 committees
- Managed, wrote, and edited communications to constituents bodies, and wider Quaker organizations
- Initiated desktop publishing of quarterly and annual publications and directories
- Trained, supervised, and coached support staff and volunteers
- Oversaw organization wide calendar
- Coordinated quarterly meetings for 125 attendees serving on 30 committees
- Provided administrative, logistical, and communications support for five NEYM Annual residential Sessions

Technical Skills

Apple and Windows PC systems • Adobe Photoshop • Data Management CRM proprietary relational databases
• Intuit QuickBooks • Web: HTML, cloud solutions • MicroSoft Office & Publisher • Lynda.com tutorial suite

Communications	Data Management	Event Planning	Finance/Budget
Copywriting	CRM - Data Integrity	Publicity / Marketing	A/P & A/R Management
Proofreading & Editing	List Management	Registration & Housing	Annual Reports
Recording Meeting Minutes	Proprietary Databases	Resource Logistics	Budget Presentation
Web Content Management	Report Generation	Staffing	Reimbursement Processing

Education

Bachelor of Science

Worcester State College, Worcester, MA

Department of Urban Studies

Graduate/Continuing Education

Editing Technical Prose

Harvard Extension School, Cambridge, MA

Educational Writing

UMASS School of Education, Amherst, MA

Power of Dialogue and Inquiry as Intervention

Public Conversations Project, Watertown, MA

Co-Active Coaching

Coaches Training Institute, Providence, RI

Havening Techniques™ Certified Practitioner

Principle Investigator R. Ruden MD PhD & Steve Ruden DDS,
Long Island, NY