

MAJOR CAREER ACCOMPLISHMENTS

- ◆ Increased size of National Volunteer Network by more than 100%.
- ◆ Increased congregational participation in annual membership campaigns by 10% per year.
- ◆ Increased annual campaign revenue to more than \$550,000 annually.
- ◆ Increased merchandise gross revenue by 50% in two years.
- ◆ Revitalized a struggling annual campaign to create a successful and rapidly growing annual activism campaign.
- ◆ Participated in leading organization's efforts to engage in diversity training and culture improvement.

PROFESSIONAL EXPERIENCE

Unitarian Universalist Service Committee, Cambridge, Mass.

Aug. 2001 – present

Senior Associate for Membership Development

2002 – present

National volunteer network manager

- ◆ Train, support and manage three-tiered network of more than 600 volunteers, and budget of more than \$100,000.
- ◆ Interview, manage, evaluate regional and national level volunteer leaders.
- ◆ Author and design training and campaign materials, work plans, information sharing systems.
- ◆ Design and organize annual multi-day Leadership Conference for up to 50 volunteer leaders, multiple partner group representatives, and staff presenters.
- ◆ Host and plan monthly nationwide conference calls featuring staff and partner organization leaders.
- ◆ Coordinate organization's constituency outreach and activist organizing through regional and local events.
- ◆ Manage data on current and former volunteers, provide volunteers with membership and giving data.
- ◆ Create and send monthly e-bulletins to local volunteers and regional volunteer leaders.

Membership development manager

- ◆ Lead communication and marketing of campaigns: author print, direct mail and e-mail materials, recruit and manage consultant writers,
- ◆ Conceptualize and manage short-term and long-term local and national campaigns.
- ◆ Provide ongoing guidance to local campaign coordinators nationwide.
- ◆ Evaluate success, strategize for growth and improved efficacy.

VOLUNTEER EXPERIENCE

Boston area small claims mediator

2008 – present

- ◆ Serve as volunteer mediator with Mediation Works, Inc., in Boston area small claims courts

PROFESSIONAL AFFILIATIONS | RECOGNITIONS

- ◆ Member, New England Association for Conflict Resolution
- ◆ UNITE HERE! Activist of the Year 2005 and 2006
- ◆ UNITE HERE! Local 2661 steward, 2005 to 2008

SKILLS | SOFTWARE

- ◆ Excellent customer service and interpersonal skills
- ◆ Strong mediation and conflict resolution skills
- ◆ Strategic planning, program and staff evaluation
- ◆ Budget management
- ◆ Superior electronic, print and oral communication skills
- ◆ Project management, supervision, evaluation, work planning

- ◆ Data management: FileMaker Pro, Raiser's Edge
- ◆ Microsoft Office applications: Word, Excel, Access, Outlook, PowerPoint
- ◆ Design: Adobe PageMaker, Acrobat Reader
- ◆ MS Project

PROFESSIONAL DEVELOPMENT | EDUCATION

2008

- ◆ MWI Roundtable - A Look at Nonviolent Communication
- ◆ Harvard Program on Negotiation - Mediation and Participatory Processes

2007

- ◆ Public Conversations Project - Inquiry as Intervention
- ◆ Mediation Works, Inc. - Basic Forty-Hour Mediation Training
- ◆ Massachusetts Council on Family Mediation - Bringing Peace into the Electronic Mediation Room: How To Communicate Collaboratively in Cyberspace, Presenter: David A. Hoffman, Esq.
- ◆ Interaction Institute for Social Change - Facilitative Leadership: Tapping the Power of Participation

Additional relevant training.

- ◆ Project Management using MS Project
- ◆ Nonprofit Management Conference, Boston Center for Adult Education
- ◆ Basic Supervision Seminar, Rockhurst University Continuing Education Center
- ◆ Managing Multiple Projects, Objective and Deadlines, SkillPath Seminars
- ◆ Association of Fundraising Professionals Conference
- ◆ ePhilanthropy Foundation eTour Training: Online Fundraising
- ◆ Volunteer Management, United Way
- ◆ Volunteer Management and Recruiting, VolunteerPro, Inc.

Berklee College of Music, Boston, MA

1996-2000

Bachelor of Arts Degree - Professional Music

REFERENCES

Available upon request.