

## Objective

To begin a successful real estate career.

## Professional Skills

### Fundraising

- Organized and managed annual benefit brunches for Mid-Atlantic Great Dane Rescue League. Events raised approximately \$4K net a year and featured many themed raffle items, a guest speaker and picture contest.
- Co-Chair for first year of a walk for rescue held in DE that raised over \$4000 net profit. The event included demos, veterinary services, rescue groups, AKC events and vendors.
- Past PA/DE Coordinator and current volunteer for Mid-Atlantic Great Dane Rescue League. Managed over 50 active volunteers who organize and regularly attend events designed to raise public awareness and funds throughout the year.
- With the help of another volunteer, organized a 2-day educational seminar on behalf of rescue. Arranged speaker, facilities, advertising, guest rooms, food service, book sales, etc. Net profit of over \$2K.

### Events Coordination

- Arranged brunch accommodations, selected speaker and topic, coordinated schedule of events and room layout. Worked with a small group of volunteers to coordinate the various events at the brunch.
- As Co-Chair of the dog walk, involved in choosing location, coordinating free merchandise, arranging coverage of event in the tri-state area through different media, and following up with sponsors and vendors to ensure customer satisfaction.
- As Chair of the Annual Conference for the local Philadelphia Metro Chapter of the Society for Technical Communications (STC), arranged internationally recognized speakers and workshop presenters, conference location and layout, food services, classroom facilities and schedules for up to 12 sessions daily plus a keynote speaker. The 2004 Conference won the prestigious Pacesetters Award nationally and was used as an example of excellence in local conferences.
- As part of the Programs subcommittee for STC, determined locations and dates of monthly meetings based on past attendance data. Involved in choosing the topics offered during the monthly STC meetings. Arranged meeting accommodations, menu choices and schedule of events.
- While working as a government contractor, provided technical services for nine conferences held quarterly. Services included arranging meeting accommodations, preparing materials for meeting presentations and generating technical meeting reports.
- Based on the success of the educational seminar held for rescue, formed Nose2Nose, LLC, with a fellow volunteer. Nose2Nose is a full-service company offering seminars in PA and DE. This for-profit venture is going strong, with 3 seminars booked for 2005 and 6 for 2006. Set up and delivery include engaging nationally-recognized speakers, determining advertising and promotional activities, booking facilities and layouts for both dog and non-dog seminars, arranging for food services, and more.

## **Marketing**

- Organized and managed the first annual Conference for the local STC chapter. Well attended and won prestigious Pacesetters Award at the national level in 2004.
- Designed and implemented several informational brochures for rescue that are used at public events. These not only promote rescue but are educational in nature.
- Created several on-line forms that allow rescue coordinators to collect, maintain and manage data about adopters, dogs and volunteers. This information can be used to track areas of weaknesses and plan for marketing campaigns.
- Maintain website for PA/DE chapter of the Mid-Atlantic Great Dane Rescue League that lists current dogs, our mission and more information. Also maintain website for the local great dane club (Great Dane Club of Central Pennsylvania) and my own website to promote my activities and interests.
- Organize and attend regular 'Meet & Greet' at local events and hot spots to create public awareness of rescue's nonprofit group and its mission.
- List moderator for local email group of volunteers and adopters.

## **Customer Service**

- 6 years of experience with direct customer relations experience as a volunteer for rescue, including meeting and greeting, matching customer requirements with possible danes available, talking owners through the turn-in process, working with owners to train and help them to keep their dog, retail experience selling rescue and dog-related merchandise, and more.
- Experience managing direct reports, mentoring new recruits in technical writing, and encouraging participation in group events toward a common goal.
- 10 years of experience as a waitress for various local restaurants.

## **Writing**

- 14 years as a top Technical Writer at software, hardware and technology firms. Involved in writing user manuals, programming manuals, online help systems. Also experienced at responding to Government RFPs and corporate proposals.
- Experienced at Marketing writing for brochures, mailings and more. Experience with writing for newspaper as well as entertaining an audience using words and layout.
- Experienced with creating, standardizing, and formatting training materials for all types of audiences.
- Currently Web Master for 2 professional websites plus my personal website. Creation and maintenance includes writing for the public, organizing, linking, layout and navigation, and more.
- Managed growing technical writing team. Provided direction for current and future projects. Defined goals and prioritized tasks.

## **Volunteer History**

- Volunteer, Mid-Atlantic Great Dane Rescue League, 1999-Present
- PA/DE Coordinator, Mid-Atlantic Great Dane Rescue League, 2002-2004
- Director, Policies & Procedures, Mid-Atlantic Great Dane Rescue League, 2002-2004

- Vice-President, Society for Technical Communication (STC), 2003-2004
- Chair, Philadelphia Metro Chapter (PMC) Annual Conference, STC, 2003-2004
- Manager, On-line Competition, STC-PMC, 2002-2003

## Employment History

- Senior Technical Writer, DoubleStar, Inc. West Chester, PA, 2004-2005
- Senior Technical Writer, TruePosition. King of Prussia, PA, 2002-2004
- Contract Technical Writer/Editor, Keane & Associates. New Hope, PA, 1996-Present
- Learning Products Engineer, Hewlett-Packard. Mt Laurel, NJ, 2000 - 2002
- Senior Documentation Specialist, Global Logistics Technologies, Inc. King of Prussia, PA, 2000
- Senior Technical Writer/Editor, bigchalk.com. Wayne, PA 2000
- Documentation Manager, Analytical Graphics, Inc. Malvern, PA., 1996- 2000
- Senior Technical Writer/Editor, SEMCOR, Inc., Warminster PA, 1990-96
- Technical Writer/Editor, Stores Automated Systems, Inc. Bristol, PA, 1995-96

## Education

- Intro to JavaScript, Certificate of Completion
- Intro to Information Systems, Writing Computer Manuals, Drexel University
- MA in English Literature, Villanova University
- BA in English Literature, Chestnut Hill College

## Awards & Activities

- Vice President, Society for Technical Communication (STC), 2003-2004
- Chair, STC-PMC Conference, 2003-2004
- Manager, On-line Competitions, STC, 2000 – 2002
- Award of Merit (1), Process Manager Integration Help System - STC, 2001
- Awards of Merit (3), various reference manuals - STC, 1999
- Award of Excellence (1), Programmer's Guide (Co-authored) - STC, 1999
- Letter of Commendation, SEMCOR, June 1995
- Individual Achievement Award, SEMCOR, April 1995
- Employee of the Quarter, SEMCOR, August 1991
- Awarded Scholarship to Villanova University, 1987-88
- Dean's List, Chestnut Hill College, 1984-86
- Awarded Early Admission to Chestnut Hill College, 1982