

## Objective

To love, help, save and train dogs and to educate and help the public.

## Professional Skills

### Canine Related

- 2 years of experience as PA/DE Coordinator for Mid-Atlantic Great Dane Rescue League (MAGDRL). This involved:
  - Managed over 50 active volunteers. Organized group into teams and assigned team leads. This was so successful that it was adopted by the 8 other chapters in MAGDRL.
  - Ultimately responsible for decisions about adoptability, temperament, intake, euthanasia, and all things dog related.
  - Formed close ties with several local trainers. Worked with adopters and surrenders to resolve behavioral and people problems. Traveled to provide real-time problem solving and temperament evaluations. Typical problems include separation anxiety, resource guarding, dog aggression, prey drive, training-deprived adolescent behaviors, some deaf dog work.
- Attended numerous dog behavior seminars. Organized a local seminar about dog behavior and aggression with nationally-recognized trainer, Pat Miller.
- Formed a company with a fellow volunteer to offer similar seminars in future in PA and DE. Topics will focus on Shelter/rescue, behavior, training and alternative health. Seminars are already booked for 2005 and 2006, and we are working on 2007.
- Former Canine Good Citizen (CGC) evaluator in 2003 and 2004.
- As Policy and Procedure Director for MAGDRL, worked hard to establish evaluation standards, euthanasia guidelines, and more. Published a comprehensive Volunteer Handbook, and outlined a Coordinator's Handbook as well.
- Created and enforced online submission of forms for home checks, evaluations, vet checks, incident reports and more. Information was then retrievable to a database for ease of use. Began working on a database that would tie all info together in a comprehensive system that features reports and input forms, including attachments for pictures and vet records.

### 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 throughout the year. Our goals are to educate the public and raise money through donations, raffles and merchandise sales.

- 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 international, national and regional 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 education 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 PaceSetter 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's' 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.

## 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
- Awarded Early Admission to Chestnut Hill College, 1982