

RESUMES THAT GET NOTICED

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BASIC RESUME DO'S and DON'Ts

DO's

- **Page Length:** 1 OR 2 pages (full pages are preferred, but you can also do 1.5 pages), unless you are applying for very high level positions, federal jobs or academic positions when it longer resumes are accepted
- **Margins:** no larger than 1" and no smaller than .8"
- **Font Size:** 10 and 12, with 11-point font preferred
- **Basics Fonts:** Garamond, Calibri, Cambria, Arial, Georgia, Century Gothic & Corbel are preferable styles than Times New Roman
- **Use only one font style**
- **Be consistent:** If you use all capital letters for a section, make sure to do the same for all sections. If you write out dates using numbers instead of months, do that throughout
- **Use a condensed style of writing:** Omit articles ("a," "an," "the")
- **Have white spaces:** Use judiciously; these are necessary pauses that allow the reader to digest the material and easily see it
- **PDF your resume:** Send with a clear title, e.g. "Resume, First and Last Name, Position Title"

DON'Ts

- **Use acronyms or abbreviations unless necessary:** If used, specify what they stand for before using, e.g. Federal Drug Administration (FDA)
- **Minimize your results:** Use strong action words and results-based accomplishments to highlight your achievements
- **Include a message about "References available upon request" on your resume:** Hiring managers know to ask about your references if they need them
- **Use First Person on Your Resume:** Remove any use of "I," "me," or "my"

GETTING STARTED

STEP ONE: CREATE A MASTER RESUME

Your master resume should include a “running list” of all of your positions and accomplishments. You will draw from this version to create a standard resume for generic purposes (e.g. to use for a career fair or an informational interview) and a tailored resume for specific jobs/internships.

STEP TWO: DETERMINE A RESUME STYLE

Select a resume format to best showcase what you have to offer. Scan through the examples in this guide to see different options for layout and presentation. You may also wish to check out the following links of resume templates for inspiration or to download a template. However, one potential challenge with using a template is that there might be features you can't change:

- www.hloom.com/download-professional-resume-templates/
- www.careerperfect.com/examples/resume/
- career-advice.monster.com/resumes-cover-letters/resume-samples/sample-resumes-by-industry/article.aspx
- office.microsoft.com/en-us/templates/results.aspx?qu=resumes

STEP THREE: IDENTIFY POSITION-SPECIFIC COMPETENCIES

Search postings for commonly used keywords and core competencies that employers are looking for in your field. Make sure that your resume contains these “buzz words.”

STEP FOUR: ELEVATE YOUR TRANSFERABLE SKILLS

Use the Skills Matrix as a tool to assess your strengths, abilities and accomplishments with a focus on **transferable** skills that can be applied in a range of professional situations. In addition to improving your resume, this is an important process that will help you with writing compelling cover letters and interviewing with impact.

| <u>Skill</u> | <u>What did you do?</u> (the task) | <u>How did you do it?</u> (the method) | <u>Why did you do it?</u> (the purpose or the value you brought) | <u>What were the results?</u> (positive outcome) |
|---------------------------|--|--|--|--|
| Research | Researched education and housing issues for policy briefs. | Conducted a literature review; analyzed previous policy briefs for changes in previous year. | Agency needed current information for grant proposal and website. | Research was incorporated into 2 grants and into policy agenda section of organization's website. |
| Project Management | Led program to increase awareness of breast cancer among Latino women. Developed education program and acquired mammogram van. | Advertised in Latino media outlets and partnered with nonprofits serving Latino community. Developed educational workshops to community members and medical personnel. Secured grant funding and corporate partners to fund van. | Lack of awareness among Latino women of breast cancer symptoms and participation in screening. | 1) Secured \$350,000 in grant money and corporate donations to fund mammogram van; 2) Provided over 1,000 Latino women with mammograms; 3) Secured volunteer service from 10 doctors and 15 nurses to administer mammograms. |

RESUME SECTIONS

Most resumes include:

1. **HEADER** (Contact Information)
2. **PROFESSIONAL PROFILE/SUMMARY** (also called: Summary of Qualifications; Career Summary)
3. **EDUCATION** (also called: Academic Background, Education & Training)
4. **WORK EXPERIENCE** (also called: Employment History; Professional Experience; Professional Background; Related Experience; Related Professional Experience; [Industry/Field] Experience; Consulting Experience)

Additional potential sections:

- **Technical Skills** (also called: Credentials; Qualifications; Areas of Expertise; Technologies; Proficiencies; Language Competencies and Skills; Computer Skills; Specialized Skills)
- **Publications/Presentations** (also called: Conference Presentations; Papers; Professional Publications; Research; Research Projects; Current Research Interests; Thesis/Theses)
- **Professional Training** (also called: Certifications, Special Training, Related Coursework; Educational Training)
- **Community Service/Leadership** (also called: Community Involvement; Civic Activities; Professional Activities; Volunteer Experience)
- **Awards/Honors** (also called: Academic Honors; Achievements; Accomplishments; Distinctions; Fellowships; Scholarships)
- **Affiliations** (also called: Professional Affiliations, Associations, Professional Associations, Memberships, Professional Memberships)

HEADERS

Basic Example:

Name (no nicknames)
City/State (no longer common to street address because employers aren't sending mail)
One phone number (including the area code); One e-mail (make sure it sounds professional)

Sample 1:

JANE DOE
123 Connecticut Ave, NW, Washington, DC XY208
(202) XXX – XXXX; jdoe@gwu.edu
www.linkedin.com/in/janedoe

Sample 2:

Ellis Jacobs
Arlington, VA 22201 • 703-222-2222 • ejacobs28@gmail.com
Relocating to Denver in Fall 2017

Sample 3:

MICHAEL LEVINE JORDAN
Washington DC | 555.222.3333 | mj@email.com | www.linkedin.com/in/mj

PROFESSIONAL PROFILE

Great the reader's attention by highlighting what makes you an ideal match for a position or organization. Some of the reasons why you might choose to add a profile:

- You can sum up a long or varied career history with a few key accomplishments
- You are pivoting to a new field and want to emphasize transferable skills
- You want to quantify your work experience and/or display core competencies
- You have less work experience and want to play up your education and knowledge

Sample 1:

PUBLIC AND NONPROFIT SECTOR ADMINISTRATION AND MANAGEMENT ***Collaborative Leader Focused on Relationships, Process & Results***

- 15+ years of cross-sector leadership leveraging strategic partnerships, launching high-impact programs and building resourceful organizational systems
- Program manager with expertise balancing innovation and pragmatism for sustainable results
- Interactive trainer and coach focused on measurable impact and high participant engagement

Sample 2

Consultant with eight years of advanced economic analysis and corporate fundraising experience in the nonprofit and private sectors. Master of Public Policy candidate graduating in May 2017 who has consistently realized financial and membership gains for organizations at all professional levels.

Sample 3:

Program Management ♦ Capacity Building ♦ International Negotiation

Master of Public Administration candidate specializing in program evaluation, analysis and management. Collaborated with international teams (Latin America and Africa) to realign strategic organizational goals for consistent marketing and community engagement. Consistently requested by supervisors to take on additional responsibility to analyze evaluation challenges, develop and simplify organizational procedures, and identify cost-effective solutions within multilateral organizations.

Sample 4:

PROGRAM MANAGER AND POLICY ADVOCATE SPECIALIZING IN ENVIRONMENTAL AND ECONOMIC DEVELOPMENT

- Project management, policy and community outreach experience in private and nonprofit sectors
- Domestic and international education, trade, ecotourism, and technology sectors
- Research focus in climate change, conservation, land use, agriculture, and indigenous business development

CORE COMPETENCIES: Program Design/Development | Negotiation and Advocacy | Policy Research and Analysis
Program Evaluation | Strategic Planning | External Relations/Fundraising

Sample 5:

Bilingual Quantitative Policy Analyst

Policy expertise in government accountability, program evaluation and cost-benefit analysis. Technical skills in SPSS and SAS. Native fluency in Spanish and English.

EDUCATION

A list, in reverse chronological order, of all schools you have attended and degrees earned

What to include?

- Current, or anticipated, degree at the Trachtenberg School of Public Policy and Public Administration
 - Example: *MPA Candidate*, Expected May 2018
 - Example: *PhD Candidate*, Expected December 2017
- Coursework, academic research/thesis, and presentations (only if relevant to specific job/field); alternatively, presentations can be included in a separate section called "Presentations"
- Graduation honors (high honors, magna cum laude) and/or GPA (min 3.0; 3.5 – 4.0 is preferable)
- Relevant honors, publications, projects, clubs, affiliations, and activities; alternatively, this information can be included in a separate section called "Community Involvement"
- Don't include high school

Basic Example:

| | |
|---|--------------------------|
| <p>The George Washington University, Washington, DC Trachtenberg School of Public Policy and Public Administration Master of Public Administration Candidate; Concentration: Nonprofit Management</p> <ul style="list-style-type: none"> • Fellowships/Scholarships • Relevant Academic Project or Coursework • Capstone/Thesis (proposed): "Topic" | <p>Expected May 2017</p> |
| <p>University of Southern California, Los Angeles, CA Bachelor of Arts, Political Science (GPA)</p> <ul style="list-style-type: none"> • Thesis: • Research Interests or Coursework: • Study Abroad: | <p>May 2012</p> |

Sample 1:

| | |
|--|--------------------------|
| <p>George Washington University, Washington, DC Trachtenberg School of Public Policy and Public Administration <i>Master of Public Administration Candidate; Concentration in Government Contracting</i></p> <ul style="list-style-type: none"> • <i>Relevant Coursework:</i> Policy Analysis, Economics in Policy Analysis, Urban Policy, Community Development and Management, Land Use Development and Community Planning | <p>Expected May 2017</p> |
|--|--------------------------|

Sample 2:

| | |
|--|-----------------|
| <p>George Washington University, Washington, DC Trachtenberg School of Public Policy and Public Administration <i>Master of Public Policy; Concentration: Program Evaluation (GPA: 3.88)</i></p> | <p>May 2017</p> |
| <p>Franklin and Marshall College, Lancaster PA <i>Bachelor of Arts, cum laude (GPA: 3.68)</i> Major: Government; Minor: Anthropology</p> <ul style="list-style-type: none"> • Awards: Honors and Deans List, Presidential Scholar • Thesis: "Economic Democracy: The Political Struggle of the 21st Century" • Study Abroad: Regent's College, London, England, 2012 | <p>May 2013</p> |

PROFESSIONAL EXPERIENCE

This section provides an overview, in reverse chronological order, of your relevant positions, which can include paid, volunteer, or internships.

For each experience, include the following:

- Name of Employer
- Position Title
 - If an internship, it's preferable to add a descriptor before the word intern. Examples: Development Intern; Capacity Building Intern; Research Intern
- Location (City, State and Country, if pertinent)
- Dates of Employment
- Accomplishments
 - Start each line with strong actions words like "Leveraged," "Spearheaded," or "Authored"
 - Illustrate the impact of what you did and why it mattered (see examples below)

| BEFORE | AFTER |
|--|---|
| Established a professional program for members of Trade Association. | Certified 100+ members of Trade Association in a 6-month period by launching a new professional certification program for members of foreign-trade zone community. |
| Project Management: Monitored human capital system design and deployment contracts. | Project Management: Tracked and monitored approximately 20 IT and human capital system design and deployment contracts, ranging in value from \$20K to \$41M; coordinated with both internal and external stakeholders on a regular basis to ensure timely and accurate delivery of contract deliverables. |
| Establish partnerships with policymakers, individuals, corporations and foundations. | Raised \$25,000 in new agency funding by pursuing diversified partnerships with policymakers, individuals, and foundations. |

Sample 1:

| | |
|---|-------------------------|
| ABC Associates , Washington, DC | October 2007 – May 2008 |
| <i>Program Specialist</i> | |
| <ul style="list-style-type: none"> • Researched and authored guides on cross-agency collaboration, disproportionate minority contact in the juvenile justice system, adolescent brain development, substance abuse and youth aging out of foster care. • Created, updated, and maintained committee databases, spreadsheets, and public records; developed and streamlined office and meeting procedures. • Organized and managed logistical components for more than six meetings per year including site selection, online registration, agenda development, reconciling invoices, and coordinating staff. | |

Sample 2:

| | |
|---|-------------------|
| Professional Membership Organization , McLean, VA | 12/2009 – 12/2011 |
| Associate Director of Corporate Membership | |
| <i>Key Accomplishments:</i> | |
| <ul style="list-style-type: none"> • Generated an annualized 9% increase in donations amounting to nearly \$3 million in total return on investment in conjunction with the Director of Development • Secured 11 new corporate partnerships in the metropolitan DC area working with each partner from the initial contact to the point of finalizing arrangements • Devised and implemented streamlined strategies with corporate partners to increase level of donations | |

Sample 3:

National Training Manager, Cooking Matters, Share Our Strength, Washington, DC

2015 – Present

Guide assessment and enhancement of training strategy to support 31 Lead Partners throughout the country coordinating nutrition and culinary program for low-income families.

- Spearhead implementation of recommendations based on needs assessment conducted during first three months to evaluate the quality and impact of training and technical assistance services
- Pilot new evaluation tools, redesign webinar and in-person trainings, and coach staff on training best practices to improve content integration and consistency
- Oversee National Training Summit (three days; 150-200 participants) through project management, logistics coordination and programming content responsibilities

Sample 4:

REGIONAL COMMISSION, Program Analyst

Washington, DC, October 2012 – Present

Policy Analysis:

- Drafted sections of Commission's annual \$20 Million budget document
- Evaluated 100+ grant proposals and made funding recommendations to Commission's Federal Co-Chairman
- Provided written and oral input on social, economic, and environmental policy initiatives and agency matters

Agency Liaison:

- Streamlined, coordinated and implemented Regional Development Initiative, a 12-agency collaboration created to strengthen and diversify the region's economy
- Revamped, organized and executed five Regional Development Initiative technical assistance workshops and five listening sessions throughout Region, resulting in 1,500 participants in two years

Sample 5:

Government Affairs Intern

June – August 2016

Major Insurance Company

Washington, DC

- Identified and analyzed proposed state and federal bills for potential impact to the company's interests
- Assisted Government Affairs team in meetings with congressional staffers to propose legislative initiatives
- Communicated with 30 internal and external stakeholders to alert them to relevant legislation or regulations

Sample 6:

Northwest Social Services Agency

January – May 2017

Pro-bono Consultant, Program Evaluation Capstone

Washington, DC

- Collaborated on a 4-person team to assess and analyze pilot education program for foster care youth transitioning out of the social services system.
- Reviewed evaluation forms, conducted stakeholder interviews, and led analysis of similar programs across the nation to examine effectiveness and cost-benefit for long-term program expansion.
- Compiled evaluation report including findings and recommendations, which was presented to agency staff and Board.

Additional Examples:

- Increased pipeline of new donors by 75% by launching high-profile dinner series with experts.
- Outlined future strategic goals post-merger with smaller community-based health center.
- Transformed volunteer training processes to address discrepancies between four countywide sites. Praised as key factor in increased retention rates.
- Achieved internal agency cost savings after negotiating with new supply vendors.
- Established major partnerships with national corporations in support of annual day of service.
- Led change initiative to shift program focus to better address largest funder priorities. Resulted in not only a longer-term grant agreement, but also an increase in funding by \$50K.

ADDITIONAL SECTIONS

These sections highlight relevant additional skills and experience that are significant and applicable to a specific opportunity and/or the field.

These can include any of the following:

- Volunteer or community service work
- Community and/or academic leadership
- Professional affiliations and memberships
- Language skills with fluency level
 - Possible Descriptions: Full Professional Proficiency, Low-Intermediate Proficiency, Elementary, Written and Oral Fluency, Conversational Proficiency, Fluent
- Professional development trainings and certifications
- Research or relevant publications
 - Use proper style such as APA, Chicago or MLA
- Travel
 - Only include travel that is relevant to the experience. Do not just list of all the locations where you've traveled.
- Technology Skills
 - Unless the employer notes that they are specifically looking for basic computer/Internet skills, refrain from including things like Microsoft Word or Excel.
 - Preferable to highlight software like GIS, STATA, SPSS, Salesforce

Sample 1:

TECHNOLOGY SKILLS

Proficient in OMB's MAX Budget database, STATA, and SPSS

Sample 2:

PROFESSIONAL SKILLS AND MEMBERSHIPS

Computer: Microsoft Word, Access, Excel, PowerPoint, SharePoint, Oracle Systems, PeopleSoft, SPSS

Member: National Language Service Corps (Charter Member), American Society for Public Administration

Language: Spanish (Full Professional Proficiency), Japanese (Low-Intermediate Proficiency)

Sample 3:

PROFESSIONAL DEVELOPMENT

Action Planning Workshop Presenter, Russian-U.S. Young Leadership Fellows Program,

Contracted by American Councils for International Education, *Washington, DC; July 2011*

Demand Driven Workforce Development Participant, The Performance Institute, *Arlington, VA; May 2010*

Application Reviewer and Interviewer, Edwin Muskie Fellowship Program,

Contracted by the International Research and Exchanges Board (IREX), *Dushanbe, Tajikistan; January 2011*

Sample 4:

VOLUNTEER EXPERIENCE

American Red Cross, Washington, DC

October 2015-Present

Disaster Action Team Member

- Respond to on-site disaster situations in DC area ranging from house fires to weather-related crises
- Utilize verbal and written communication skills to interview clients, assess needs and complete casework
- Trained in disaster fundamentals, psychological first aid, client casework and shelter operations

ACTION WORD RESOURCES

If you want to grab the reader's attention, use action words at the beginning of each statement in the work experience section. Take a look at the list below and try to use a variety of them in your resume.

Management Skills

Administered
Analyzed
Assigned
Chaired
Consolidated
Contracted
Coordinated
Delegated
Developed
Directed
Evaluated
Executed
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reorganized
Reviewed
Scheduled
Supervised

Communication Skills

Addressed
Arbitrated
Arranged
Authored
Co-authored
Collaborated
Corresponded
Developed
Directed
Drafted
Enlisted
Formulated
Influenced
Interpreted
Lectured
Mediated
Moderated
Negotiated
Persuaded
Promoted
Proposed
Publicized
Reconciled
Recruited
Spoke
Translated
Wrote

Research Skills

Clarified
Collected
Critiqued

Diagnosed
Evaluated
Examined
Extracted
Identified
Inspected
Inspired
Interpreted
Interviewed
Investigated
Organized
Reviewed
Summarized
Surveyed
Systemized

Technical Skills

Assembled
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Pinpointed
Programmed
Remodeled
Repaired
Solved

Teaching Skills

Adapted
Advised
Clarified
Coached
Communicated
Conducted
Coordinated
Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Guided
Informed
Instructed
Lectured
Persuaded
Set goals
Stimulated
Taught
Trained

Financial Skills

Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Computed
Developed
Managed
Planned
Projected
Researched

Creative Skills

Acted
Conceptualized
Created
Customized
Designed
Developed
Directed
Established
Fashioned
Illustrated
Instituted
Integrated
Performed
Planned
Proved
Revised
Revitalized
Set up
Shaped
Streamlined
Structured
Tabulated
Validated

Helping Skills

Assessed
Assisted
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Educated
Facilitated
Familiarized
Guided
Inspired
Motivated
Participated
Provided

Referred
Rehabilitated
Reinforced
Represented
Supported
Taught
Trained
Verified

Clerical or Detail Skills

Approved
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Filed
Generated
Implemented
Inspected
Monitored
Operated
Ordered
Organized
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Systematized

Stronger Verbs for Accomplishments

Accelerated
Achieved
Attained
Completed
Conceived
Convinced
Discovered
Doubled
Effected
Eliminated
Expanded
Expedited
Founded
Improved
Increased
Initiated
Innovated
Introduced
Invented

| | | | |
|------------|------------|--------------|----------|
| Launched | Overhauled | Revitalized | Upgraded |
| Mastered | Pioneered | Spearheaded | |
| Originated | Reduced | Strengthened | |
| Overcame | Resolved | Transformed | |

From To Boldly Go: Practical Career Advice for Scientists, by Peter S. Fiske

PLANNED

| | | | |
|------------|--------------|-------------|------------|
| Devised | Investigated | Solved | Prepared |
| Developed | Appraised | Created | Researched |
| Examined | Estimated | Produced | Reviewed |
| Discovered | Planned | Originated | Identified |
| Evaluated | Analyzed | Interpreted | |
| Designed | Studied | Determined | |
| Organized | Measured | Revamped | |

DIRECTED

| | | | |
|------------|-------------|-------------|------------|
| Operated | Regulated | Transferred | Founded |
| Managed | Directed | Maintained | Headed |
| Guided | Oversaw | Awarded | Instituted |
| Supervised | Designated | Authorized | Navigated |
| Governed | Coordinated | Vetoed | |
| Commanded | Adapted | Removed | |
| Controlled | Eliminated | Conducted | |

EXECUTED

| | | | |
|--------------|--------------|--------------|-------------|
| Motivated | Extended | Modified | Collected |
| Generated | Augmented | Transformed | Assumed |
| Utilized | Supplemented | Balanced | Attached |
| Employed | Condensed | Established | Exchanged |
| Administered | Curtailed | Stabilized | Invested |
| Rectified | Reduced | Discontinued | Sponsored |
| Restored | Minimized | Assembled | Expedited |
| Repaired | Converted | Computed | Attained |
| Reorganized | Exchanged | Estimated | Executed |
| Approved | Replaced | Inventoried | Achieved |
| Observed | Conceived | Surpassed | Dispatched |
| Demonstrated | Authored | Simplified | Selected |
| Disclosed | Strengthened | Grouped | Compounded |
| Published | Activated | Distributed | Completed |
| Notified | Unified | Classified | Wrote |
| Produced | Combined | Terminated | Implemented |
| Improved | Merged | Initiated | Arranged |
| Built | Consolidated | Introduced | Presented |
| Formulated | Updated | Economized | Invented |
| Increased | Modernized | Obtained | Performed |
| Expanded | Altered | Procured | Accelerated |

ADVISED

| | | |
|--------------|--------------|------------|
| Conferred | Exhibited | Detected |
| Consulted | Illustrated | Referred |
| Publicized | Advocated | Diagnosed |
| Notified | Counseled | Edited |
| Advised | Instructed | Protected |
| Reported | Acquainted | Arbitrated |
| Advertised | Recommended | Prescribed |
| Informed | Suggested | Encourage |
| Demonstrated | Familiarized | |
| Displayed | Disproved | |

1. Advanced
2. Assigned
3. Assessed
4. Absorbed
5. Accelerated
6. Attained
7. Attracted
8. Announced
9. Appraised
10. Budgeted
11. Bolstered
12. Balanced
13. Boosted
14. Bargained
15. Benefited
16. Beneficial
17. Comply
18. Critiqued
19. Closed
20. Collaborated
21. Designed
22. Delegated
23. Demonstrated
24. Developed
25. Detected
26. Efficient
27. Enhanced
28. Excelled
29. Exceeded
30. Enriched
31. Fulfilled
32. Financed
33. Forecasted
34. Formulated
35. Generated
36. Guided
37. Granted
38. Helped
39. Hosted
40. Implemented
41. Investigated
42. Increased
43. Initiated
44. Influenced
45. Integrated
46. Innovated
47. Instituted
48. Justified
49. Listed
50. Logged
51. Maintained
52. Mentored
53. Measured
54. Multiplied
55. Negotiated
56. Observed
57. Operated
58. Obtained
59. Promoted
60. Presented
61. Programmed
62. Provided
63. Projected
64. Qualified
65. Quantified
66. Quoted
67. Recommended
68. Refine
69. Revamp
70. Reacted
71. Retained
72. Recovered
73. Reinstated
74. Rejected
75. Sustained
76. Skilled
77. Saved
78. Scheduled
79. Supported
80. Secured
81. Simplified
82. Screened
83. Segmented
84. Streamlined
85. Strengthened
86. Triumphed
87. Troubleshoot
88. Taught
89. Tutored
90. Translated
91. Trained
92. Uncovered
93. United
94. Unified
95. Updated
96. Upgraded
97. Validated
98. Viewed
99. Worldwide
100. Witnessed

Source: <https://www.workitdaily.com/top-resume-words/#61RIQpu2yARvIJg4.99>

You Led a Project

1. Chaired
2. Controlled
3. Coordinated
4. Executed
5. Headed
6. Operated
7. Orchestrated
8. Organized
9. Oversaw
10. Planned
11. Produced
12. Programmed

You Envisioned and Brought to Life a Project

13. Administered
14. Built
15. Charted
16. Created
17. Designed
18. Developed
19. Devised
20. Founded
21. Engineered
22. Established
23. Formalized
24. Formed
25. Formulated
26. Implemented
27. Incorporated
28. Initiated
29. Instituted
30. Introduced
31. Launched
32. Pioneered
33. Spearheaded

You Saved Time or Money

34. Conserved
35. Consolidated
36. Decreased
37. Deducted
38. Diagnosed
39. Lessened
40. Reconciled
41. Reduced
42. Yielded

You Increased Efficiency, Revenue, or Customer Satisfaction

43. Accelerated
44. Achieved
45. Advanced
46. Amplified

47. Boosted
48. Capitalized
49. Delivered
50. Enhanced
51. Expanded
52. Expedited
53. Furthered
54. Gained
55. Generated
56. Improved
57. Lifted
58. Maximized
59. Outpaced
60. Stimulated
61. Sustained

You Changed or Improved Something

62. Centralized
63. Clarified
64. Converted
65. Customized
66. Influenced
67. Integrated
68. Merged
69. Modified
70. Overhauled
71. Redesigned
72. Refined
73. Refocused
74. Rehabilitated
75. Remodeled
76. Reorganized
77. Replaced
78. Restructured
79. Revamped
80. Revitalized
81. Simplified
82. Standardized
83. Streamlined
84. Strengthened
85. Updated
86. Upgraded
87. Transformed

You Managed a Team

88. Aligned
89. Cultivated
90. Directed
91. Enabled
92. Facilitated
93. Fostered
94. Guided
95. Hired
96. Inspired
97. Mentored

98. Mobilized
99. Motivated
100. Recruited
101. Regulated
102. Shaped
103. Supervised
104. Taught
105. Trained
106. Unified
107. United

You Brought in Partners, Funding or Resources

108. Acquired
109. Forged
110. Navigated
111. Negotiated
112. Partnered
113. Secured

You Supported Clients

114. Advised
115. Advocated
116. Arbitrated
117. Coached
118. Consulted
119. Educated
120. Fielded
121. Informed
122. Resolved

You Were a Research Machine

123. Analyzed
124. Assembled
125. Assessed
126. Audited
127. Calculated
128. Discovered
129. Evaluated
130. Examined
131. Explored
132. Forecasted
133. Identified
134. Interpreted
135. Investigated
136. Mapped
137. Measured
138. Qualified
139. Quantified
140. Surveyed
141. Tested
142. Tracked

You Wrote or Communicated

143. Authored
144. Briefed

145. Campaigned
146. Co-authored
147. Composed
148. Conveyed
149. Convinced
150. Corresponded
151. Counseled
152. Critiqued
153. Defined
154. Documented
155. Edited

156. Illustrated
157. Lobbied
158. Persuaded
159. Promoted
160. Publicized
161. Reviewed

You Oversaw or Regulated

162. Authorized
163. Blocked
164. Delegated
165. Dispatched
166. Enforced
167. Ensured
168. Inspected
169. Itemized
170. Monitored
171. Screened
172. Scrutinized
173. Verified

You Achieved Something

174. Attained
175. Awarded
176. Completed
177. Demonstrated
178. Earned
179. Exceeded
180. Outperformed
181. Reached
182. Showcased
183. Succeeded
184. Surpassed
185. Targeted

Source:

<https://www.themuse.com/advice/185-powerful-verbs-that-will-make-your-resume-awesome>



RESUME EXAMPLE – BEFORE AND AFTER

Tammy James

Home Address
2111 First Street
Alexandria, VA 22306
202 555 1234
tammyjames@gmail.com

Work Address
Department of the Interior
1849 C St., NW, Washington, D.C.
202 222 5555
tammy_james@ios.doi.gov

OBJECTIVE

To Earn a Master of Public Administration degree at George Washington University, specializing in policy analysis and evaluation, international development management and federal policy. To become an expert in the field and gain the confidence needed to lead.

EDUCATION

Diploma Public Administration
Institut International d'Administration Publique, Paris, France, 1996

Diploma French Language Proficiency (Basic and Advanced)
Centre Audiovisuel de Langue Modernes, Vichy, France, 1995

Bachelor of Arts in Politics
Mount Holyoke College, South Hadley, Massachusetts, U.S.A., May, 1990

Valedictorian, General College Preparatory Studies
SDA High School, Pohnpei, Micronesia, 1986

WORK EXPERIENCE

Office of Insular Affairs, U.S. Department of the Interior
Policy Analyst August 2006 to present

- Desk Officer for Federated States of Micronesia (FSM) and Palau
- Coordinates annual meetings of the Interagency Group on Insular Areas (IGIA) annual meetings; compiles agenda items and responses on issues of interest and concern to territorial leadership through collaboration with representatives from over 15 Federal agencies.
- Support to Trust Fund Committee which oversees \$200M in FSM Compact Trust Fund

White House Initiative on Asian Americans & Pacific Islanders
U.S. Department of Education
Detailee March 2010 to November 2010

- Coordinator of Outreach to Native Hawaiians and Pacific Islanders (NHPI)
- Spearheaded WHIAAPI representation at Council for Native Hawaiian Advancement which included for first-time ever Policy Forum for Non-Hawaiian Pacific Islanders.
- Initiated Collaboration with NHPI Communities in Southern California and First Lady's "Let's Move" Initiative in planning "Let's Move" event targeting youth.

Federated States of Micronesia Embassy, Washington, D.C.
First Secretary *April 2000 to July 2006*

- Covered political and economic issues as well as consular issues for Micronesian citizens living in the U.S.
- Liaised with State, Interior, Homeland Security and other Federal officials on issues of importance to Micronesia.
- Represented Micronesian issues on the Hill to Congressional and Committee staffers.
- Coordinated Micronesia's Participation in Tour de Sol for Climate Change.
- Chargé d'Affaires, a.i. in the absence of Ambassador and Deputy Chief of Mission
- Public Speaking experience as Chargé representing Ambassador and FSM

Federated States of Micronesia Government, Pohnpei, FSM
Foreign Affairs Foreign Service Officer *1992 – June 2000*

- Assigned to various areas: United Nations and Multilateral, South Pacific and American and European Affairs
- Coordinated Foreign Scholarships from Australia, France, New Zealand and China
- Coordinated Credentialing Ceremonies and Visits for Ambassadors to Micronesia

Bloom and Company, CPA, Berkeley, California
Office Manager *1990 - 1992*

- Manage office administration for Owner and 2 CPA's
- Assemble basic tax returns
- Handle basic office accounting and billing
- Answer phones and respond to clients needs with respect to tax documents

Other Skills, Talents and Enriching Experiences

- Youth Sunday School Teacher (Primary and Sharing Time) for youth ages 3 to 12 in Mount Vernon Ward, Church of Jesus Christ of Latter-Day Saints, Alexandria, VA
- Translate documents from English to Pohnpeian language for the Guam Micronesia Regional Language Mission, Church of Jesus Christ of Latter-Day Saints (via email)
- Born and raised in former Trust Territory of the Pacific Islands administered by the U.S. on behalf of the United Nations
- Lived, studied and/or worked in California, Paris (France), Israel, Suva (Fiji), Pohnpei, Micronesia and Port Louis, Mauritius
- Extensive knowledge of U.S.-affiliated Pacific Islands
- Speak French and Pohnpeian languages
- Married to Sgt. John Smith



TAMMY JAMES

Alexandria, VA | 202-555-1234 | tammyjames@gmail.com

PUBLIC ADMINISTRATION ♦ POLICY ANALYSIS ♦ GOVERNMENT AFFAIRS *20+ years of progressive leadership specializing in developed and developing nations*

- Trilingual policy analyst serving as primary liaison between US Department of the Interior and Federated States of Micronesia and Palau.
- Collaborative leader in fostering partnerships between US, state and foreign government officials, including non-government entities.
- Elevated domestic and overseas experience in policy development, project management, foreign affairs, and communication.

PROFESSIONAL EXPERIENCE

US Department of the Interior (DOI), Washington, DC
Office of Insular Affairs (OIA), Policy Analyst

August 2006 – Present

Desk Officer for Palau and the Federated States of Micronesia (FSM)

- Provide policy recommendations to the Assistant Secretary and other government officials on political, social and economic matters related to the FSM and Palau
- Author briefings for the Assistant Secretary and other officials to utilize in forming policy decisions
- Serve as primary contact between the FSM and Palau Ambassadors and US government officials
- Redesigned and currently manage OIA website at www.doi.gov/oia

Coordinator, White House Interagency Group on Insular Areas (IGIA)

- Organize IGIA senior plenary session, co-chaired by the Secretary of the Interior and the Deputy Assistant to the President. Attended by 100+ government officials representing 15+ federal agencies, Insular Governors and Members of Congress
- Establish and regularly compile the annual IGIA briefing book to provide benchmarks of current federal policies regarding the US insular areas
- Develop IGIA meeting agenda, organize presenters and arrange briefing book contents in collaboration with 20+ federal partners

Special Assistant to the Chairman, Trust Fund Committees

- Assist Chairman in managing the Trust Funds for the FSM and for the Republic of the Marshall Islands (RMI), the combined value of which exceed \$350M
- Collaborate closely with the Executive Director and Mercer Global Investments on quarterly meeting agendas, policies and administrative tasks necessary in managing the two funds
- Coordinate financial education workshops for Trust Fund Committee members and staff (25+).
- Systematize initiative to encourage US, FSM and RMI government officials to attract subsequent contributions to the Trust Funds from other non-government sources

US Department of Education, Washington, DC

March – November 2010

White House Initiative on Asian Americans and Pacific Islanders (WHIAPPI)

Outreach Coordinator, Native Hawaiian and Pacific Islander (NHPI) populations

- Detailed from Department of Interior to WHIAPPI to strengthen outreach to NHPI populations
- Implemented new database containing over 200 contacts from NHPI communities
- Collaborated with Council for Native Hawaiian Advancement to organize first policy forum including Pacific Islanders as part of their annual meeting, attended by community organizers, state and local government officials

Embassy of the Federated States of Micronesia, Washington, DC April 2000 – July 2006

First Secretary for Political and Economic Affairs

- Selected as interim Chargé d’Affaires on behalf of Ambassador to manage embassy operations while Ambassador was out of country
- Liaised with State and Interior Departments on political issues of importance to Micronesia
- Represented Micronesian issues on the Hill to congressional and committee staffers
- Successfully lobbied Homeland Security to extend eligibility period of Employment Authorization Document for Micronesians
- Assessed and resolved consular matters for Micronesian citizens living in the US
- Recruited team members for Tour de Sol to raise awareness of climate change

Embassy of France, Port Louis, Mauritius April – June 1996

Public Affairs Assistant

- Generated daily compilations of media and news articles of importance to the Ambassador
- Updated and compiled a reference document highlighting over 15 news sources on the island
- Assisted Press Officer in communicating, promoting, and highlighting French interests in Mauritius

Government of the Federated States of Micronesia March 1994 – March 2000

Department of Foreign Affairs, Palikir, Pohnpei, Micronesia

Foreign Service Officer

- Formulated division rotations with UN Multilateral Affairs, American & European Affairs and South Pacific & Regional Affairs; enhanced communications on relevant political issues for each division
- Traveled with President and First Lady of Micronesia to international high-level meetings
- Arranged credentialing ceremonies for several foreign Ambassadors-designate to Micronesia
- Served as sole representative for Micronesia at regional meetings

Foreign Government Scholarship Coordinator

- Introduced and administered competitive application process improving selectivity and effectiveness of scholarships provided to Micronesian students by Japan, Australia, New Zealand, and China
- Communicated with embassy officials to monitor and bolster student success

EDUCATION

George Washington University, Washington, DC May 2014

Master of Public Administration

- **Associate Editor, Policy Perspectives Journal**
 - Reviewed and edited editorial submissions published in the 20th edition of Policy Perspectives, a student-run public administration periodical at George Washington University

Institut International d’Administration Publique, Paris, France July 1996

Diplôme (Post-Graduate Studies Diploma)

Centre Audio-Visuel de Langues Modernes, Vichy, France July 1995

Diploma of Advanced French Language Studies (DALF)

Mount Holyoke College, South Hadley, MA May 1990

A.B. 1990, Politics

FOREIGN LANGUAGES AND TECHNOLOGY SKILLS

Languages: Fluent in spoken and written Pohnpeian (Pacific Island language); Advanced French

Technology: Microsoft Office Suite (Word, Excel, Outlook), Clarity and Credenza

BEFORE

SARAH JONES

2233 Main Street, Apt. 1, Washington, DC 20008 – (202) 454-6523 – Sarah.Jones@gmail.com

PROFESSIONAL EXPERIENCE

Intellectual Property Owners Association

Washington, DC

Project Manager

(Aug. 2012-present)

Assistant to the Executive Director

(Sept. 2008-Aug. 2012)

- Staff liaison for Amicus Brief Committee. Direct logistics for preparing briefs for various courts.
- Create annual statistical report on operations of U.S. domestic and international agencies.
- Developed board of directors orientation program.
- Participate in strategic planning and assist the board in implementing member benefits projects in accordance with the strategic plan.

Office of Congressman J. Gresham Barrett

Washington, DC

Scheduler

(June 2007-Aug. 2008)

Staff Assistant

(Aug. 2006-June 2007)

- Maintained Congressman's daily and long term schedule for four offices.
- Responsible for hiring and managing interns.

Office of Congressman Joe Wilson

Columbia, SC & Washington, DC

Intern

May-June 2004

- Assisted with administrative duties and conducted tours of the U.S. Capitol building.

EDUCATION

George Washington University,

Trachtenberg School of Public Affairs and Public Administration

Washington, DC

Masters of Public Administration, Nonprofit Management Concentration

Expected Spring 2015

University of Georgia, School of Public and International Affairs

Athens, GA

Bachelor of Arts in International Affairs

Aug. 2006

University of Nottingham, Nottingham, England study abroad program

Spring 2005

ACTIVITIES

South Carolina Presidential Inaugural Ball Committee

Washington, DC

Chair

2012-2013

Committee Member

2004-2005 & 2008-2009

- Lead a committee of 26 volunteers to host a ball attended by 2,200+ guests.
- Increased fundraising by over \$200,000 in one year.

Taste of the South

Washington, DC

South Carolina Committee Chair

Aug. 2008-Jan. 2012

- Coordinated fundraising and event planning efforts with a team of 50 for the annual charity ball.

Old Presbyterian Meeting House

Alexandria, VA

Youth Advisor

Aug. 2007-present

Sunday School Teacher

Aug. 2007-May 2008

Delta Gamma Sorority

College Park, MD

Advisor to the Beta Sigma Chapter at University of Maryland

Aug. 2009-May 2011

University of Georgia Alumni Association

Washington, DC

Young Alumni Director and Golf Tournament Chair

Aug. 2007-July 2008



SARAH JONES

Washington, DC 20008 – (202) 454-6523 – Sarah.Jones@gmail.com
Relocating to Charleston, SC in January 2015

Nonprofit management experience focused on initiatives to build higher performing organizations.
Successes include raising engagement of 50-member board of directors and leading a fundraising campaign to over 50% increase from previous two years.

Core Knowledge & Skill Areas

- Member Services
 - Strategic Planning
 - Fundraising
 - Event Planning
 - Board and Member Orientation
 - Social Media/Marketing
 - Stakeholder Outreach
 - Board Management
-

PROFESSIONAL EXPERIENCE

Intellectual Property Owners Association 2008 – 2014
 Project Manager (Promoted from Executive Assistant in 2012)
Managed 50-member board of directors and board level committees and serve as first public relations representative for the association and its affiliated education foundation.

Key Contributions and Accomplishments:

- **Modernized approach to board management** by implementing electronic communication and meetings management program and developing new board member orientation program.
- **Spearheaded strategic planning** efforts of the board by conducting surveys of association members and the board, consulting with outside facilitator, and shepherding task force initiatives.
- **Initiated new membership engagement** strategy which will track data on how companies and individuals use their memberships to expand involvement and increase internal/external leadership.
- **Advanced social media presence** through the use of planned content across different media outlets and tracking of community engagement.

South Carolina State Society Inaugural Ball Committee 2005 – 2013
 Chair (2012-2013)
Directed a committee in all aspects of planning, fundraising, advertising, sales, and event logistics.

Key Contributions and Accomplishments:

- **Increased event sponsor funding by 54%** to \$137,500 by developing a benefits package that was attractive to previous State Society donors and by building relationships with key stakeholders in South Carolina and Washington, DC.
- **Expanded event attendance from 2,000-2,300** through improved marketing campaign.
- **Improved committee's overall financial standing** by creating reserve of \$140,000 for future events.

Office of Congressman J. Gresham Barrett 2006 – 2008
 Scheduler (Promoted from Staff Assistant in 2007)
Managed the Congressman's schedule and travel arrangements for four offices in South Carolina and Washington, DC. Hired and managed office interns.

EDUCATION

The George Washington University December 2014
 Master of Public Administration, Nonprofit Management Concentration

- *Relevant Coursework:* Management of Nonprofit Boards, Fundraising for Nonprofit Organizations, Conflict Resolution and Negotiations, Housing and Community Development, Nonprofit Enterprises
- *Awards:* Non-Profit Leadership Development Scholarship, President's Volunteer Service Award

University of Georgia 2006
 Bachelor of Arts in International Affairs

ACTIVITIES

Old Presbyterian Meeting House, Associate Pastor Nominating Committee, Youth Group Advisor, 2006-present; **Taste of the South**, South Carolina Committee Chair, 2008-2012

NANCY ROONAN

202-555-1212 ■ nancyroonan@gmail.com

SUMMARY

Program analyst with 8 years of experience in domestic policy research, staff management, team collaboration, budget analysis, and project completion in a deadline-driven environment. Master of Public Policy candidate with a concentration in Program Evaluation.

PROFESSIONAL EXPERIENCE

Novogradac & Company LLP, Bethesda, MD 2004-2010
Manager, Government Services and Valuation Group

- Guided real estate valuation including feasibility analysis, market analysis and appraisal with total fees of \$70,000 in 2004; \$215,000 in 2005; \$410,000 in 2006; \$830,000 in 2007; \$980,000 in 2008; and \$1,150,000 in 2009
- Directed 150+ federal Low Income Housing Tax Credit reviews per year in 2008 and 2009 to increase federal and state affordable housing programs
- Supervised staff of 14 researcher/analysts in a collaborative team environment to perform responsibilities including administrative assignments, client communication, and formulation of budget briefs
- Conducted feasibility analyses, market studies, and appraisals for multifamily housing, in which local housing authorities, developers and lenders used studies to design future properties

National Trust for Historic Preservation, Washington, DC 2003-2004
Assistant Business Manager, National Main Street Center

- Headed the network of 30 state Main Street coordinators, which included the processing of memberships, scheduling consulting services, and assisting with annual state coordinator meeting
- Prepared registration, supervised educational sessions, and aided in troubleshooting for the annual National Main Streets conferences that attracted over 1,000+ participants
- Authored and edited articles for *Main Street News*, a monthly publication reaching 20,000 households in the District of Columbia

Urban Business Initiative, Houston, TX 2002- 2003
Program Coordinator

- Designed curriculum and facilitated a 10-week entrepreneurship course to 50+ new employees
- Wrote, edited, and published a quarterly newsletter using MailChimp software, which reached over 5,000 households in the Houston area

EDUCATION

George Washington University, Washington, DC May 2013
■ Master of Public Policy, concentration in Program Evaluation 3.95 GPA

Rice University, Houston, TX May 2001
■ Bachelor of Arts, Policy Studies and English (dual degree), *summa cum laude*



JACK JOHNSON

Washington, DC ▪ (617) 687-3563 ▪ jack.johnson@gmail.com

PROFESSIONAL EXPERIENCE

Research Projects Administrator July 2015 – Present
The George Washington University, Office of the Vice President for Research Washington, DC

- Analyze federal regulation and compare with current GW policy by conducting research of market basket institutions and providing procedure recommendations for senior administration
- Secure new and reorganize existing processes to ensure compliance with federal regulations, including development of a communications plan and training materials for stakeholders
- Liaise with faculty and Research Enhancement team to develop grant proposals to: conceptualize specific research/project aims, understand review process, write/edit proposals, develop budgets and assist with routing procedures
- Authored 7 US Department of Health and Human Services grants in which \$1M was secured for a National Endowment for the Humanities proposal and \$15M for a request from Department of Labor
- Attain and monitor \$120,000 in sponsored projects and internal awards, serving as point person to execute and route contracts, review invoices and track payments, and approve reported deliverables

Graduate Student Evaluator (Public & Non-profit Program Evaluation Class) January – May 2016
Department of Health & Human Services, Human Resources & Services Administration Washington, DC

- Evaluated impact of Public Health Training Center grant program by using quantitative and qualitative methods (interviews with key stakeholders) and existing data (annual grant reports)
- Recommended strategies for improving program processes and outcomes
- Created an assessment design to improve the effectiveness and utility of annual grant reports

Senior Class Gift Coordinator April 2014 – June 2015
The George Washington University, Division of Development & Alumni Relations Washington, DC

- Raised a record breaking \$90,000 with the highest participation in the program’s history to that date
- Developed fundraising strategies for the campaign by evaluating past campaigns, brainstorming a new strategic plan, and creating overall communications plan to promote giving
- Recruited and managed 3 part-time employees and a committee of 45 volunteers to plan and execute fundraising events
- Generated and disseminated fundraising brochures, website, social media, mass emails and other marketing materials, producing a 15% increase in donors and 16% increase in dollars raised

EDUCATION

Master of Public Administration Candidate (GPA 3.64) May 2017
Concentration: Public-Private Policy & Management
The George Washington University, Washington, DC

- Award: Presidential Administrative Fellow (Full Tuition and Stipend)
- Chair, Professional Development Curriculum; Internal Consulting Project

Regent’s College, London, United Kingdom June 2016

- UK Lessons for US Public Private Partnerships

Bachelor of Arts, Political Communication (GPA 3.55) May 2015
The George Washington University, Washington, DC

Sam Frank

Arlington, VA 22209 | s.frank@gmail.com | 202.424.8899 | www.linkedin.com/in/franksam

Leadership ♦ Management ♦ Operations

- Trained in directing complex, mission-driven projects from concept to operational status
- Designing and implementing strategies and governance models to ensure organizational alignment between ongoing action and stated mission
- Professional and academic training in strategic communication, outreach, and grassroots activities

EDUCATION

George Washington University, Washington, DC May 2018
Master of Public Administration (MPA)

Florida International University, Miami, FL April 2016
B.A. in International Relations – Specialization: Latin American Politics
Certificate in Professional Leadership

- 2011 University-wide Student Leadership Award (selected from student body of 48,000)

PROFESSIONAL EXPERIENCE

The LIBRE Initiative Arlington, VA
Executive Assistant June 2016 – Present

- Constructed national office from inception to fully functional centralized system to support national partners
- Launched and authored LIBRE Initiative issue specific statements and constituent engagement publications reaching an annual audience of over 5,000
- Manage Chief of Staff briefing and scheduling to ensure timeliness and complete reporting
- Administer account reconciliation for the organization including employees and outside vendors
- Serve as HR and legal department liaison for all employees to maintain streamlined communication

Florida International University, Office of the President Miami, FL
Administrative Assistant May 2015 – May 2016

- Briefed university president and top level administration on issues, events, and upcoming meetings
- Coordinated domestic and international travel arrangements for the office of president staff
- Formulated planning committee for annual Homecoming Week, Faculty and Staff Engagement Series
- Conducted research with donor relations department on new funders for the university

COMMUNITY LEADERSHIP

Beta Theta Pi Fraternity October 2016 – Present
Foundation Ambassador

- Contact and engage Beta alumni to build relationships, communicate educational objectives of the Beta Foundation and increase support for the *Beta Leadership Fund*

Eta Gamma Chapter December 2014 – December 2015
President

- Spearheaded daily operations of a 60-person chapter with an executive team resulting in receiving a risk management rating of excellent and university chapter of the year award
- Created and implemented strategic development plan spanning 2 years that led to doubling membership
- Attended national convention as general delegate presiding over 120 chapters, 7,500 undergraduate members and 120,000 living alumni members
- Delegated spending of a \$30,000 operating budget and raised \$12,000 in leadership scholarships

Relay For Life, American Cancer Society at Florida International University May 2015 – March 2016
Executive Director

- Led fundraising effort of over \$100,000 for the American Cancer Society Research and Patient Services
- Planned all pre-events – e.g. Relay Kick-Off Gala, Miss Relay Pageant and Auction, Relay Purple Day – totaling \$68,000 raised before the Relay for Life event

EMILY WILSON

Washington, DC | 202-615-3259 |

22ilso.wilson@gmail.com

Policy researcher with expertise in budget analysis, brief writing, and program evaluation. Reform catalyst recognized for conducting market research to streamline online and print processes and procedures. 5+ experience writing advocacy letters and articles, managing social media campaigns, and designing websites.

SELECTED EXPERIENCE

United States Coast Guard

Washington, DC

Pro-Bono Consultant

August – December 2016

- Collaborated with four team members on capstone project determining the feasibility of power-generating buoy technology to integrate or replace existing navigation buoys within designated U.S. Coast Guard Waterways
- Analyzed return on investment, viability of technology, externalities of implementation, and cost-benefit

University of California – Davis, Center for Human Services

Davis, CA

Policy Research Intern

May – August 2016

- Researched crossover youth and their specific probation needs in California’s juvenile justice system
- Interviewed California Probation Officers regarding current out-of-home placements

GovLoop.com – The Knowledge Network for Government

Washington, DC

Graduate Fellow

September 2015 – August 2016

- Established and executed a company-wide social media marketing plan and developed weekly analytics reports
- Published author in *The Washington Post*, *The Huffington Post*, and *AOL Gov* based on GovLoop content
- Managed GovLoop Mentors Program, government-wide initiative connecting public sector professionals

United Kingdom Parliament

London, UK

Research Assistant for Jon Trickett MP

May – August 2015

- Proposed and led research projects, most notably a confidential research project pertinent to government spending, which resulted in the creation of an ongoing project that continued in the fall 2015 session
 - Composed speeches, press releases, and news articles on behalf of the MP
 - Built website (design and written content) and maintained Twitter and Facebook accounts leading to a 20% increase in followers
-

EDUCATION

The George Washington University

Washington, DC

Master of Public Policy (GPA 3.68)

December 2016

- *Student Associations:* GW Net Impact, Student Committee for Faculty Recruitment
- *Relevant Coursework:* Research Methods and Applied Statistics, Introduction to Public Policy, Research Methods in Policy Analysis (Multivariate), Economics in Policy Analysis, Public Budgeting, Revenue and Expenditure

University of California, San Diego

La Jolla, CA

B.A. Cum Laude with Distinction, Communication, Political Science, History (GPA 3.65)

August 2014

- *Student Associations:* Alpha Epsilon Phi, Hillel of San Diego
 - *Honors:* Communication Honors Thesis Program, Order of Omega Greek Honors Society, Provosts Honors
 - *Study Abroad in Madrid, Spain:* Drug Policy and International Terrorism Policy Global Seminar
-

TECHNOLOGY, LEADERSHIP, & SERVICE

Technology: SPSS, STATA, Adobe, InDesign, WordPress, and Google Analytics

Publications: Primack, Krzmarzick, and Wentworth-Drahosz. “Can a Government-Wide Mentorship Program Really Work?” *The Public Manager* 41.2 (2012): 48-52.

Leadership: Panhellenic Board of Directors (2009-10), Hillel Campus Entrepreneur Initiative Intern (2009-10)

Volunteer: Reading Leaders Literacy Program (2012-present), Ricky Gill for Congress CA-9 (2012-present)

Languages: Intermediate Spanish

EDUCATION

| | |
|--|-----------|
| The George Washington University , Washington, D.C. <i>Master of Public Administration (MPA) Candidate</i> | May 2014 |
| Whitman College , Walla Walla, WA <i>B.A., Rhetoric and Film Studies, Education, GPA: 3.6</i> | May 2010 |
| SIT India Arts and Culture Program , New Delhi, India | Fall 2008 |

PROFESSIONAL EXPERIENCE

| | |
|---|------------------------|
| <i>Management Assistant, A Wider Circle</i> , Silver Spring, MD | October 2012 – Present |
| <ul style="list-style-type: none"> • Researched, redesigned and implemented intern program at Davis Elementary School, which decreased education expenditures by 37% • Spearheaded fall hiring process through creating job postings, screening applicants and conducting interviews | |
| <i>Language and Culture Assistant, Government of Andalusia</i> , Adra, Spain | 2011 – 2012 |
| <ul style="list-style-type: none"> • Created curriculum, facilitated lessons and evaluated progress for four grade levels amounting to 200+ students • Produced monthly presentations for 50-60 students (e.g. Climate Change, American Education System) • Selected from a pool of 400 candidates as lead mentor teacher; authored weekly newsletters of original teaching materials/strategies and provided expertise on classroom management and curriculum planning • Chosen as one of four bloggers for the Council on International Educational Exchange (CIEE). Composed articles on teaching English/living abroad, which served as promotional materials for 600+ applicants | |
| <i>Columnist, Volunteer Today</i> , Washington, DC | 2010 – 2012 |
| <ul style="list-style-type: none"> • Launched innovative monthly column on volunteerism, altruism and public education in Spain • Pioneered monthly column on AmeriCorps and community service in America | |
| <i>Volunteer, AmeriCorps</i> , Federal Way, WA | 2010 – 2011 |
| <ul style="list-style-type: none"> • Reengaged high school ELL/ESL class through inventive curriculum while simultaneously expanding their English vocabulary/fluency (demonstrated through letter grades and behavioral improvements) • Led 9th/10th grade Advancement Via Individual Determination (AVID) students in tutoring/team-building sessions • Cultivated positive environment through coaching 70 K-5 students living in poverty on effective homework habits • Documented and analyzed personal/academic growth of 250+ students, creating action plans when needed | |
| <i>Senior Admission Intern, Whitman College</i> , Walla Walla, WA | 2009 – 2010 |
| <ul style="list-style-type: none"> • Interviewed prospective students and marketed Whitman to parents • Evaluated applications and aided in the admission committee decisions for the class of 2014 • Piloted visitors' day events including managing team, coordinating logistics and collaborating with professors, administrators and the college President | |
| <i>Public Events Chair, Associated Students of Whitman College</i> , Walla Walla, WA | 2007 – 2008 |
| <ul style="list-style-type: none"> • Contracted, organized and marketed campus-wide events while maintaining/balancing budget of \$68,000 | |

LEADERSHIP AND AWARDS

| | |
|--|----------------|
| <i>Volunteer Coordinator</i> , Trachtenberg Student Organization, GWU | 2012 – Present |
| CIEE (selected for highly competitive merit-based scholarship to cover Spanish classes in Spain) | 2011 |
| <i>Senator</i> , Associated Students of Whitman College | 2008 – 2010 |
| <i>Communications Photographer</i> , Whitman College Magazine | 2009 – 2010 |
| <i>Photo Journalist</i> , Whitman College <i>Pioneer</i> (student newspaper) | 2007 – 2009 |
| <i>Leadership Committee</i> , Hillel-Shalom, Whitman College | 2006 – 2010 |

SKILLS

Technology: Microsoft Excel, SPSS, InDesign, Photoshop
Languages: Spanish (intermediate), French (basic), Hindi (basic)



Kathryn Colomonico

Washington, DC 20035 · 555-333-1111 · kc@email.com · <http://kc.wordpress.com>

- Strategic leader with 10+ years of experience supervising staff, planning and executing student programs, and managing budgets.
- Proven results creating cross-cultural partnerships and fostering international exchange
- Respected by peers as someone who takes initiative, a keen problem solver, and a great “people person.”

EDUCATION

GEORGE WASHINGTON UNIVERSITY, Washington, DC May 2012
Master of Public Policy

UNIVERSITY OF CONNECTICUT, Storrs, CT May 2007
Bachelor of Arts in History, Cum Laude

- Semester Study Abroad: Rome, Italy

PROFESSIONAL EXPERIENCE

TUFTS UNIVERSITY, London, England | Assistant Site Director, Tufts Program 07/2013 – 12/2014

Leadership:

- Served on 8-person team, advising and supporting 115 first-year students during their study abroad experience
- Supervised 5 professional and 15 undergraduate staff members
- Facilitated environment of personal growth, role model and leadership development, and academic success through formal training sessions, one-on-one meetings, staff meetings, and staff development opportunities
- Participated in on-call rotation and responded to campus emergencies as needed including resident transports, administrative searches, mental health emergencies, and natural disasters

Program Development:

- Organized, planned, and executed a 3-day pre-departure orientation and 10-day site orientation for 625 first-year students, focusing on community building, co-curricular and experiential development, and risk management
- Initiated, implemented, and facilitated two-credit, service-learning semester course titled The Global Exchange in which 115 first-year students completed more than 5,000 hours of international public service

UNIVERSITY OF CONNECTICUT, Storrs, CT | Exchange Coordinator, Office for Study Abroad 09/2011 – 08/2013

Program Development:

- Increased international exchange program enrollment by 17% in one academic year through enhanced support offerings and online communication efforts
- Directed outreach efforts with diverse student organizations, faculty, and campus partners for programming and marketing support, resulting in 20% increase in student participation

Budget Analysis:

- Charted expenditures related to the outbound and inbound exchange programs to develop fiscal budget for 2013-2014 academic year amounting to \$30K
- Reconciled department finances monthly to track expenditures and streamline purchasing protocols

Strategic Planning:

- Designed brochure pages, processed applications, and managed student accounts using CRM Database Studio Abroad
- Organized career and re-entry series for community of 300+ undergraduate students and 40 campus partners
- Collaborate with overseas Resident Directors to provide student support services while students are abroad

Research and Administrative Support:

- Compiled information on maritime security sector issues for preparation of public peace briefs and reports
- Consulted on the design and developed written web content for Security Sector Governance web page, preparing reports and text for review by supervisor

Instruction:

- Created partnerships with U.S.-based educators to connect students in U.S. to students in Lithuania; brought in experts from U.S. to lead classroom discussions on tolerance, U.S. history, and U.S. government systems
- Served as cultural attaché to the U.S. Embassy in Vilnius, Lithuania, hosting Foreign Service Officers at the high school and bringing students to the Embassy for lectures on U.S. government and politics
- Instructed 200 international students from 2nd to 12th grade in English
- Advised high school students on Exchange applications to the U.S. including AFS Intercultural Programs
- Led development campaign to build an English book library at the high school

ACME HEALTH, Washington, DC | Finance Assistant

05/2009 – 08/2010

Budget Analysis:

- Maintained company's compliance (\$1M annual revenue) with state regulations through computing, recording and proofreading data, records and reports
- Reconciled billing compensation discrepancies found in records and advocated on behalf of department to ensure full compensation from external insurance companies
- Billed Medicare, Medicaid, private insurers, and hospitals for approximately \$150K on a monthly basis
- Liaised with patients, employees, and other stakeholders and reviewed computerized financial information to address payment issues

CORPS INTERNATIONAL, Washington, DC | Program Assistant

11/2007 – 04/2009

Program Development:

- Designed, launched and managed a \$40K revenue-generating training and consulting program
- Facilitated operational aspects of program, including budgeting, operations, contracting, business development, and monitoring and evaluation
- Directed diverse, project-specific teams composed of contractors and full-time employees to implement projects in Chicago, IL; Yemen; Argentina; Tajikistan; Kyrgyzstan; and Ethiopia
- Designed and executed training programs covering topics including conflict resolution, coaching for youth development, teambuilding, fundraising, and more, in diverse global environments
- Secured \$250K annually in donations and contracts to support program launch, growth, and services

PROFESSIONAL DEVELOPMENT

Volunteer Leadership:

- Operated as Conference Planning Coordinator for NAFSA Region VIII from 2006-2009
- Acted as chief liaison and coordinated logistics of four-day conference for 450-600 attendees

Committee Work:

- Established creation of Technology Committee for the Offices of Study Abroad and International Programs
- Synchronized social media strategy for the department made up of 300+ constituents

PUBLICATIONS

United States Institute of Peace. *Conflict and Post Conflict Governance: The Stakeholder Perspective*. Dec. 2010.
The InterAgency Journal. *A Legacy of Vietnam: Lessons from CORDS*. August 2011.

TECHNOLOGY

- QuickBooks, SPSS, STATA, Drupal, Adobe InDesign and Photoshop, Google Apps, Prezi, WebEx, WordPress

EXECUTIVE SUMMARY

Principal educator, administrator, and policy researcher serving international and domestic research organizations for 5+ years. Experienced in professional communication, data analysis, and advisement on grant writing. Instructional assistant for 6 semesters for the Capstone Seminar course for Master’s Public Policy and Public Administration students.

EDUCATION

- Ph.D., Public Policy and Public Administration**,
The George Washington University October 2013
Washington, DC
- *Concentration:* Science and Technology Policy
 - *Dissertation Title:* Intellectual Property, Public Sector Research, and Genetically Engineered Corn: An Anti-commons Analysis
 - *Dissertation Advisor:* Dr. Will Smith
- MPP**, The George Washington University May 2005
Washington, DC
- *Concentration:* Science and Technology Policy
- B.A., History**, Wake Forest University May 2000
Winston-Salem, NC

PUBLICATIONS

- Smith, B. and L. Glass (forthcoming) Intellectual Property, Standards. *Innovation Policy Handbook*. World Bank Publications.
- Smith, B. (2012) Patenting Plants and Plant Products. *eLS*. Published online: July 16, 2012.
- McArthur C. and B. Smith (2009) *Innovation Effects of the Industrialized University*. Paper presentation. Triple Helix VII. Glasgow, UK.
- Smith, B. and P. Blue (2008) *An Assessment of the Small Business Innovation Research Program at the Department of Energy*. Performed and co-authored case study analyses of participating firms. National Academy Press; Washington, DC.

SELECT PROFESSIONAL EXPERIENCE

- CRDF Global**, Arlington, VA April 2012 to December 2014
Project Manager, Evaluation
- Served dual roles in corporate partnerships and communication during Executive Director transition to save \$50K in annual personnel costs while brokering two new multi-year corporate sponsorships
 - Created and evaluated methods of data collection and presentation for a new database of research and technology partnerships among business, university, and government entities
 - Designed surveys and analyzed subsequent data for over 30 evaluation reports to author an impact evaluation grant for 8 years amounting to \$66 million
- Institute for Public Policy Research**, London, England January 2007 to March 2012
Senior Research Analyst
- Cut 15% from operations expenses by merging two outdated database systems into a more efficient, less expensive software program
 - Eliminated need to hire two new team members through improved operations and communication process, with estimated \$90K annual agency savings
 - Played key role in merger with community-based nonprofit and led integration of development offices through restructured individual giving and large donor strategy; resulted in 25% fundraising increase over previous year
 - Devised and implemented a multi-case study design with a maximum variation sampling of five programs to evaluate current procedures and formulate decision-focused recommendations

VOLUNTEER EXPERIENCE

- Glass Area Civic Association**, Washington, DC 2012 to 2014
- Blogger: Published 15 profiles of neighborhood businesses highlighting investors’ roots, plans for the future, and role in the community; profiles are available at <http://batesareacivicasociation.org/author/bcog/>
 - Economic Development Committee (2012): Collaborated on a 7-person committee that planned and executed “North Capital Bingo,” a creative local business promotion that rewarded community members for patronizing neighborhood businesses

SAMANTHA THOMPSON

Washington, DC – (202) 555-59898 – Resthompson@gmail.com

PUBLIC ADMINISTRATION ♦ HEALTH POLICY ♦ PROGRAM EVALUATION ♦ PUBLIC-PRIVATE PARTNERSHIPS
8+ years of professional management and operations experience

Policy Research & Analysis | Multi-site Organizational Management | Operations & Project Management |
Organizational Education | Cross-functional Team Collaboration | Launching New Enterprises

EDUCATION

The George Washington University, Washington, DC May 2016
Trachtenberg School of Public Policy and Public Administration

Master of Public Administration, Concentration in Health Policy

- *Relevant Coursework:* Program Evaluation; Health Services and Law; Medicare & Medicaid Policy and Law; State Health Policy; Federal Policy Making & Policy Advocacy; Economics for Public Decision Making; Research Methods & Applied Statistics (SPSS).
- *Policy Research Projects:*
 - Privatization of Human Resources for the U.S. Government Cybersecurity Workforce
 - Evaluation Plan – Centers for Disease Control and Prevention; Evaluation of State Nutrition, Physical Activity, and Obesity Program (NPAO)
 - Budgeting and Medicaid Disproportionate Share Hospital (DSH) Payments
 - Analysis of Alternatives to Increase Health Insurance for the Uninsured in Texas
- *UK Study Abroad - Privatization, Nationalization, and Public-Private Partnerships:* Lessons learned from privatization and P3s in Health Care (NHS), Defence, Infrastructure, Transportation, Network Utilities, Oil, and Royal Mail. Analysis of political perspectives on business and the State.

California State University, Chico, Chico, CA May 2004
Dual Bachelor of Arts, International Relations (with Honors) and History

PROFESSIONAL EXPERIENCE

West Health Policy Center, Washington, DC March 2012 – Present
Senior Manager (promoted from Office Manager)

Policy Research & Communications

- Write concise summaries of MedPAC, CBO and GAO reports, Congressional hearings, and think tank studies/briefings to inform and advance new/existing solutions and policy practices.
- Research health policies and monitor legislation on Successful Aging, Care Delivery & Payment, Care Coordination, and Overutilization, to identify implications for organizational priorities.
- Collaborate on cross-functional Education Committee working group to drive internal mission priorities through developing and implementing strategies for staff education.
- Serve as lead to disseminate daily news update, create and distribute weekly legislative scan, and oversee external website inquiries.

Organizational Management

- Led opening of new DC Policy and Advocacy Office including onboarding new hires, driving internal collaboration with CA headquarters, and promoting brand in DC.
- Manage DC operations and coordinate cross-functional collaboration with CA office for all administrative, human resources, vendor relations, property management, and IT matters.
- Ensure accurate policy adherence through managing timelines and organizational processes in collaboration with Accounting and Finance for budgets, grants, and audit/tax preparation.
- Safeguard internal legal policies by serving as point person on highly confidential, time sensitive internal communications, including contracts and budget requisitions.
- Coordinate with Communications and External Relations for internal and external events that promote organizational solutions and policies.

Human Resources & Executive Support

- Managed staffing process including drafting open job requisitions, serving as primary liaison for external candidates, processing background checks, and handling new hire onboarding.
- Coordinated administration of benefit plans and processes, including day-to-day issues, annual open enrollment, retirement planning, Leave of Absence administration, and COBRA.
- Oversaw Institute contracts and internal formation documents while maintaining complete confidentiality regarding highly-sensitive information.

Organizational Management

- Collaborated during expansion period with multiple departments including Business, Communications, Research & Development, Finance and Executive teams. Highlights:
 - Development of website contact database
 - Creation of new business development database
- Managed facility issues during period of large staff growth which required simultaneously handling property issues and employee safety.
- Selected by senior staff to lead the LEED® Gold Certification project to improve project management, processes and timeline adherence. Results:
 - TOBY 2011 Outstanding Building of the Year by Building Owners and Managers Association (BOMA) of San Diego
 - Building of the Year at the TOBY Pacific Southwest Regional Competition

Manager

- Oversaw daily operations including accounting, P&Ls, product ordering, inventory, staff management and scheduling, and opening/closing the restaurant.
- Served on Grand Opening team for both restaurants. Hired, trained and managed 100 employees.
- Implemented new cost saving and staff reallocation strategies during economic downturn.

COMMUNITY INVOLVEMENT & ACHIEVEMENTS

Miriam's Kitchen, Volunteer, May 2012 – Present

- Focused on ending chronic homelessness in Washington, DC

The Gary & Mary West Senior Wellness Center, Volunteer, June 2010 – February 2012

- Services for low-income older adults to retain independence in San Diego, CA

T.E.R.I. (Training and Education Research Institute), Volunteer, December 2007 – 2009

- **Volunteer of the Year Award**, 2008

Chico State Model United Nations, Member, August 2002 - May 2003

- **Distinguished Delegation Award** on Special Session for Children at 2003 Conference

Drum Corps International World Championship, Concord Blue Devils Color Guard, 1999-2000

- **Bronze medalist**, 2000; **Gold medalist**, 1999

Management Analyst/Project Manager with 12+ years of progressive leadership through proactively taking on challenges and acclimating to fast-paced environments. Relationship builder and organizational whiz, able to balance rigorous contraction and operational compliance requirements with client and corporate outcomes.

CORE COMPETENCIES

- ☑ Process and Performance Review
- ☑ Project Management
- ☑ Business Development
- ☑ Events & Logistics
- ☑ Research and Analysis
- ☑ Contract Management
- ☑ Business Operation
- ☑ Proposal Management

RELEVANT EXPERIENCE

THE WINVALE GROUP, LLC
ACCOUNT MANAGER

WASHINGTON, DC
2014 – PRESENT

Built new department providing proposal support services to vendors pursuing government contracts. Created business strategy for entire department and pricing structure. Advised small, medium and large companies pursuing government contracts on procurement regulations. Achieved customers’ sales objectives through analytical recommendations to clients’ strategic plans.

- **Generated \$200K+ with 30% profit margin** of new revenue within 8 months of launching new department.
- **Hold record for most number of blogs** in top 10 most viewed blogs and highest attended webinar.
- **Conducted and managed \$4 million+** in GSA Schedule transactions within a year.
- **Oversaw proposal and award processes for 20+** partners and federal, state, and local government buyers.

KAA FEDERAL SOLUTIONS
BUSINESS OPERATIONS MANAGER

ALEXANDRIA, VA
2011 – 2014

Directed business operations in: project management, contract administration, finance, consultant retention, pipeline development, recruitment and information technology. Implemented reviews of internal controls, work processes, and policies to improve organizational functions. Conducted qualitative and quantitative analyses on government spending and programs, market trends, competitive assessments, potential partners, and government business opportunities. Executed accounting activities such as processing consultant payroll, managing company credit card account, invoicing, and financial reporting.

- **Decreased monthly invoice processing time** from 20 days down to 5 days by analyzing processes and procedures and recommending plan to address vulnerabilities.
- **Reduced \$1,000 in monthly expenses** by identifying under-utilized tools and inexpensive alternatives.
- **Led KAA’s largest project**, increasing the gross profit approximately 7% by negotiating labor rates from consultants and to customers.
- **Oversaw proposal and award processes** for three GSA Schedules and 50+ contracts. Monitored contracts ensuring compliance and financial obligations are met and facilitated contract negotiations.

MISSION CRITICAL SOLUTIONS, INC.

DEPUTY PROJECT OFFICER, U.S. ARMY OFFICE OF JUDGE ADVOCATE GENERAL CORPS

ARLINGTON, VA

2008 – 2011

Collaborated with Project Officer to review current processes and procedures within department to increase efficiency, productivity, and repeatability. Independently reviewed current policies and procedures to provide technical support for 15+ applications. Administered all new employee training and wrote documents for employee training/work flow processes. Designed customized training for classes and individual instruction. Executed trainings directly to contractors, Federal employees and high-ranking Army officers.

- **Selected as lead technician** on new applications because of aptitude to quickly learn new products.
- **Entrusted with the most complex customer service issues** as a result of ability to promptly resolve concerns. Recognized by several JAG offices for exceptional service.
- **Resolved an average of 20-30 Tier 1 tickets a day.** Issues included: application access, browser and basic database troubleshooting for customized web-based applications.

NEW HORIZONS COMPUTER LEARNING CENTERS

ACCOUNT EXECUTIVE

MCLEAN, VA

2006 – 2008

Constructed and reviewed training programs for effectiveness in meeting customers’ objectives. Conducted interviews with customers and instructors; recommended changes to programs to align with objectives.

- **Determined logistics** for training courses, managed enrollments, scheduled training sessions, and developed customized solutions for 300+ clients.

EARLIER PROFESSIONAL EXPERIENCE 2003 – 2008

INTERNET SALES MANAGER | **LEESBURG TOYOTA** | 2004 – 2006

ACCOUNTS PAYABLE CLERK | **BROTHERS PAVING AND CONCRETE CORP** | 2003 – 2004

EDUCATION

MPA Candidate, George Washington University, Expected May 2017

Survey Design and Data Analysis Certificate Program, George Washington University, 2011

B.A., Business Administration, University of California–Riverside, 2003

TECHNOLOGY

Excel, Adobe Professional, Salesforce and QuickBooks

Susan Samson

susan.samson@gmail.com | 212.767.7676 | Chicago, IL 60613 | www.linkedin.com/in/susan_samson

Strategic Project and Relationship Management

Multi-Year Projects | Government and Non-Profits | Criminal Justice Policy

- Entrepreneurial and adaptive manager who guided the implementation of complex, high-profile, public policy initiatives, transforming state criminal justice systems to reduce prison populations and invest in community resources.
- Highly effective collaborator with government executives and diverse criminal justice stakeholders – including cabinet secretaries, state legislators, judges, law enforcement leaders, practitioners, and researchers – to sustain policy changes and overcome implementation barriers.
- Savvy communicator, able to translate highly technical information to policy makers, practitioners, and other criminal justice stakeholders and create persuasive written, oral, and visual stories to support policy decisions.

Core Qualifications:

- *Complex project management*
 - *Communicating data analysis and research for non-technical audiences*
 - *Presenting to high-stakes audiences in formal and informal settings*
 - *Criminal justice policy and research*
 - *Grantee financial management and monitoring*
 - *Capacity-building planning and implementation*
 - *Stakeholder engagement and partnerships*
 - *Team building and leadership*
 - *Statistical methods, quantitative and qualitative research design, and program evaluation*
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Professional Experience

THE COUNCIL OF STATE GOVERNMENTS JUSTICE CENTER (Bethesda, MD) May 2012 – Present
*The Council of State Governments Justice Center is a national, nonpartisan, non-profit association that engages government and civic leaders through research, analysis, and technical assistance to promote data-driven, consensus-based criminal justice policy. The **State Initiatives Division** provides intensive technical assistance to support the development and implementation of comprehensive state-level criminal justice policies that reduce prison populations, improve public safety, and increase investment in community-based resources.*

Project Manager, State Initiatives Division July 2015 – Present
➤ Secured a \$16 million appropriation to support implementation of statewide comprehensive criminal justice reforms despite extensive budget cuts to other state programs by building and leveraging relationships with Alabama policymakers, government executives, and criminal justice practitioners.
➤ Effectively prepared state and local agencies to implement significant, new statewide criminal justice policies in less than eight months by managing a team of seven policy staff, researchers, and subject-matter experts to deliver intensive technical assistance directly to numerous stakeholders across Alabama.
➤ Strategically deployed 35 policy staff, researchers, and subject-matter experts across 15 complex technical assistance projects to maximize impact of \$21 million program budget, as part of State Initiatives Division management team.

Policy Analyst, State Initiatives Division July 2014 – June 2015

Program Associate, State Initiatives Division June 2013 – June 2014
➤ Designed and led two-year policy implementation strategy that has saved West Virginia \$21.3 million in averted prison costs since 2013, and is heralded by the state’s governor as a landmark accomplishment of his administration.
➤ Anticipated implementation challenges and developed strategies to ensure success, resulting in West Virginia agencies securing \$9 million of appropriations – during three politically difficult budget cycles – to build new systems of community-based behavioral health services for justice-involved populations.
➤ Presented to West Virginia governor on four occasions regarding public safety and recidivism reduction strategies, achieving his long-term support to implement policies across the state, and leading the governor to highlight the reforms and resulting outcomes in his 2015 State of the State address.

THE COUNCIL OF STATE GOVERNMENTS JUSTICE CENTER (CONTINUED)

- Crafted compelling communication linking data and research to actionable policy solutions, and presented proposals to government executives in Pennsylvania, persuading leaders to adopt recommendations to improve parole supervision that saved the state \$11.8 million in averted prison costs during the first year of implementation.
- In partnership with government and civic leaders, identified capacity-building needs and drafted budgets for \$1 million in direct grants to state agencies; created tools and processes to effectively monitor grant utilization.

Project Assistant, State Initiatives Division
State Policy Graduate Intern

September 2012 – May 2013
May – August 2012

FEDERAL INTERAGENCY REENTRY COUNCIL (Washington, DC)

November 2012 – May 2013

Pro Bono Federal Government Consultant

- Successfully pitched project concept and negotiated scope of work with multiple executive clients representing federal-agency consortium, in order to deliver high-impact recommendations to educate law enforcement stakeholders about the Affordable Care Act's impacts on jail management.

MISCHON DE REYA NEW YORK LLP (New York, NY)

April 2010 – May 2011

Special Projects Manager / Paralegal

- Developed and launched new marketing and communications strategy for start-up New York branch of international law firm, successfully integrating specific strategies designed to grow U.S. business with firm-wide needs.
- Independently established project management work flows, processes, and organizational tools for growing office, allowing firm to take on increasing business during tenure.

PROSKAUER ROSE LLP (New York, NY)

February 2009 – April 2010

Project Manager / Paralegal

FUND FOR THE PUBLIC INTEREST RESEARCH (Chicago, IL & Philadelphia, PA)

March – October 2008

Campaign Field Director

- Within four months, single-handedly launched Philadelphia-area field office for national voter registration campaign and exceeded program goals ahead of schedule, leading a staff of 50 canvassers to register 15,000 voters.
- Oversaw all areas of campaign management, including program finances, completing the project under-budget and in compliance with voter-registration laws.
- Led team of 35 canvassers that raised \$250,000 for clean water legislation through door-to-door donor contact.

MEDILL INNOCENCE PROJECT (Evanston, IL)

September – December 2007

Wrongful Conviction Student Investigator

- Identified key piece of evidence that led to resolution of two-year investigation by conducting over a dozen field interviews with the accused, legal professionals, and key witnesses in Chicago's South Side and St. Louis.

Education

George Washington University

May 2013

Master of Public Administration | Budgeting and Public Finance Concentration

*Honors | MPA Honor Graduate Award 2012 – 2013, awarded to student with highest GPA in graduating class;
Graduate Assistantship with stipend and tuition award; Pi Alpha Alpha, Public Administration Honor Society*

Northwestern University, Medill School of Journalism

December 2007

Bachelor of Arts *Cum Laude* | Journalism Major; History Minor