

<p><b>Food and Agriculture Organization of the United Nations</b> Rome, Italy</p> <p><i>Global Forum for Food Security &amp; Nutrition</i></p> <p><b>WRITER &amp; EDITOR</b> 06/2011~</p>	<p>Content gathering, development and organization for a publication showcasing the Forum’s best online discussions, and illustrating their value towards knowledge sharing for improved food security and nutrition.</p> <p>The work includes analysis of detailed technical content on themes ranging from Women in Agriculture to Food Security Governance, interviews with facilitators and participants, and the building of an overall narrative to spotlight tangible “wins” in collaborative information exchange.</p>
<p><b>Food and Agriculture Organization of the United Nations</b> Rome, Italy</p> <p><i>CountrySTAT for Sub-Saharan Africa</i></p> <p><b>COMMUNICATION OFFICER</b> 08/2009~04/2011</p> <p><b>REPORTS OFFICER</b> 07/2008~06/2009</p>	<p>Responsible for CountrySTAT’s external, “corporate” communication and messaging for print, audio and video at international, regional and national levels: through management of the CountrySTAT Communication unit at FAO headquarters; through coordinated supervision of national communication / media consultants in the project’s 17 countries; and through the development / implementation of the project’s Communication Strategy and Country Communication Plans. Key achievements included: a standard workflow for collecting media outputs (print, audio, video) for storage and re-use in CountrySTAT Media Kits and for the CountrySTAT Channel on YouTube; and a customized media tracking and archiving system for measuring the impact of communication / media activities in the international, regional and national press.</p> <p>Also responsible for internal and donor-related project reporting and communications: annual and quarterly progress reports; grant and project proposals; planning and strategy documents; briefings, press releases, presentations and speeches. Key achievements included: a structured monitoring and reporting system to collect and coordinate information on project activities from team members and country-based stakeholders, for quick and easy presentation via project “dashboards” and summaries.</p> <p>Knowledge-management and information-sharing (within the project team; across FAO and other UN agencies, and with relevant development organizations and initiatives) for improved teamwork and learning / sharing of best practices; stronger collaboration with partners and stakeholders; and greater project visibility, awareness and advocacy.</p> <p>Communication, facilitation, reporting and support to cross-divisional and corporate activities beyond CountrySTAT: ES Strategic Communication Team; World Food Day; Fifth International Conference on Agricultural Statistics (ICAS-V); and ES Senior Management Workshops.</p>
<p><b>Lorenzo de’Medici Institute</b> Rome, Italy</p> <p><b>PROFESSOR - TRAVEL WRITING</b> 01/2009~05/2010</p> <p><b>PROFESSOR - INTERCULTURAL COMMUNICATIONS</b> 09/2007~05/2009</p>	<p>Design, development and teaching of accredited university level courses in creative writing and communication theory.</p> <p><b>Travel Writing</b> focuses on creative writing and literary appreciation in the context of documenting and communicating the study abroad experience, enabling students to develop and refine their writing and editing skills.</p> <p><b>Intercultural Communications</b> provides a base in communication theory, analyzing cultural differences and their role in effective communication (or lack thereof) for an ever more globalized world.</p>

<p><b>Bell Canada / Sympatico</b> Montreal, Canada</p> <p><i>Service.Sympatico Site Re-Design</i></p> <p><b>TECHNICAL WRITER &amp; INFORMATION ARCHITECT</b> 10/2006~08/2007</p>	<p>Bell Sympatico is the Internet arm of Canada’s largest and best-known communications company, with over 2.4 million English- and French-speaking customers on dial-up, high-speed and combined subscriptions – all of whom are users of the company’s bi-lingual customer support web site, Service.Sympatico.</p> <p>Responsible for content inventories, sitemaps and user flows for existing pages towards a phased approach for content re-categorization, re-structuring and revision. Developed and revised content to follow identified Information Architecture and copy guidelines, and helped coordinate content approval cycles and translation processes. Worked on quality assurance of site-wide content (including proofing, functional- and flow-validation).</p>
<p><b>Government of Canada</b> <b>Department of Foreign Affairs and International Trade</b> Rome, Italy</p> <p><i>Embassy of Canada to Italy</i></p> <p><b>TECHNICAL WRITER &amp; TRAINER</b> 03/2006~07/2007</p>	<p>As part of a technical implementation across DFAIT, the Canadian Embassy in Rome piloted a custom-built contact management system for managing diplomatic / political contacts, and special events.</p> <p>Responsible for all training and documentation for the new system. This included the development of course outlines, presentations and exercises, as well as the delivery of one-on-one and group workshops for Embassy staff across all skill levels; and the design, development and finalization of user- and administration-manuals (online and in-print).</p>
<p><b>Razorfish</b> New York, NY</p> <p><b>TECHNOLOGIST</b> 08/1999~10/2002</p>	<p>Founded in 1995 to provide management and technology solutions to Fortune 1000 companies such as Armani, Cisco, Ford, GlaxoSmithKline and Western Union – Razorfish has always been defined by excellence in design, user experience and usability; and by project management and technology services that meet strategic business and user requirements.</p> <p><b>“Straight” Tech:</b> analyzing client problems and defining phased and structured solutions based on time / materials, user needs and IT / project-management best-practices; and implementing these solutions across multiple platforms, user-environments and technologies.</p> <p><b>Bizdev &amp; Strategy:</b> client pitches, RFPs, and presentations; as well as IT strategy services (competitive analyses, proposals and special papers).</p> <p><b>Management &amp; Comms:</b> coordinating and managing technology project teams; managing client communications and reporting throughout the project process; internal knowledge management and training activities.</p>

this is a selection of my employment and academic qualifications  
the full record (work experience from 1999-2011, academia, and writing) + contact information is at [www.nightingaleshiraz.com](http://www.nightingaleshiraz.com)

<p><b>New York University</b></p> <p><i>Computer Science &amp; Journalism</i></p> <p><b>BACHELOR OF ARTS (HONORS)</b> 09/1995~05/1999</p>	<p>NYU Class of 1999 Honors Scholar &amp; Dean's List 1995-1999</p> <p>NYU Scholars Group Study Abroad (Florence, Italy; Santiago, Chile)</p> <p>French Department Book Award</p> <p>College of Arts &amp; Science Scholars’ Circle</p> <p>President - International Students Club</p> <p>NYU Scholarship / “International Scholar” Award 1995-1999</p>
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