

LANGUAGES

English (mother tongue) and Italian: Excellent. | French: Good. | Arabic, Hindi and Urdu: Fair to slight.

EMPLOYMENT EXPERIENCE

Food and Agriculture Organization of the United Nations.....Rome, IT **Communication Officer: Aug 2009 – Apr 2011** **Reports Officer: Jul 2008 – Jun 2009**

CountrySTAT for Sub-Saharan Africa (SSA) is a privately-funded project within the FAO Statistics Division, to improve the quality, accessibility, relevance and reliability of national statistics on food and agriculture in 17 SSA countries. Communication and reporting work on CountrySTAT included:

- planning, implementation and management of CountrySTAT communication activities at international, regional and national levels; through an overarching Communication Strategy and through more “modular” National Communication Plans for each of the 17 countries.
- coordination and management of national communication consultants in the 17 countries, towards ensuring appropriate communication and consistent messaging for event-based media coverage of CountrySTAT in each country’s local press.
- design and management of a standard workflow for collecting media outputs (print, audio and video) for storage and re-use (CountrySTAT Media Kits, CountrySTAT Channel on YouTube, etc.).
- design and management of a customized media tracking and archiving system for measuring the impact of communication / media activities in the international, regional and national press (print/online, radio, TV).
- reporting on project progress and activities for management, donor and other stakeholders; design and implementation of a structured reporting and monitoring system to collect and coordinate information on project activities from team members and country-based stakeholders.
- preparation and coordination (including writing and editing) of official project documents: grant and project proposals; planning and strategy documents; briefings, press releases, presentations and speeches.
- facilitation of knowledge-management and information-sharing (within the project team; across FAO; and with other UN agencies, development organizations and relevant initiatives / projects) for improved teamwork and learning / sharing of best practices; stronger collaboration with partners and stakeholders; and greater project visibility, awareness and advocacy.

Lorenzo de’Medici Institute.....Rome, IT **Professor: Sep 2007 – May 2010**

With over 500 American university students in Florence, Tuscania and Rome, Lorenzo de’ Medici ranks among the best Study Abroad programs in Italy. Full-credit university courses taught include:

- **Intercultural Communications** provides a base in communication theory, and how cultural differences play a part in effective communication (or lack thereof) in an ever more globalized world.
- **Travel Writing** merges creative writing and literary appreciation through documenting and communicating the Study Abroad experience, enabling students to develop and refine their writing and editing skills.

Bell Canada / Sympatico.....Montreal, CA **Technical Writer & Information Architect: Oct 2006 – Aug 2007**

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. Work done for the Service.Sympatico Site Re-Design includes:

- content inventories across existing Web site pages, development of sitemaps and user flows.
- development of a phased approach for content re-categorization, re-structuring and revision.
- content development and revision to follow identified Information Architecture and copy guidelines.
- co-ordination and management of content approval cycles and language translation processes.
- quality assurance of site-wide content (including proofing, functional and flow-validation).

Foreign Affairs Canada.....Rome, IT **Technical Writer & Trainer: Mar 2006 – Jul 2007**

As part of a technical implementation across the Department of Foreign Affairs and International Trade, the Canadian Embassy in Rome piloted a custom-built contact management system for managing diplomatic / political contacts, and special events. Roles and responsibilities included:

- analysis and understanding (at technical and business-user levels) of the new system.
- training users across various skill levels via group workshops and one-on-one training.
- development of course outlines, presentations and exercises for user training.
- design, development and finalization of user- and administration-manuals (online and in-print).

Food and Agriculture Organization of the United Nations.....Rome, IT
Consultant [Technology & Technical Writing]: Mar 2005 – Feb 2006

As the core food and agriculture database for the UN network and for government / international-policy-makers worldwide, the FAOSTAT system was overhauled to improve user interfaces, technical systems and data management. In addition to standard programming, specific work on FAOSTAT included:

- functional analysis, Information Architecture and user-centered design for multi-lingual Web interfaces.
- planning and content development of internal training resources and manuals for the new system.

ION Trading Systems.....Pisa, IT
Technical Analyst [Client Services]: Nov 2004 – Feb 2005

ION Trading is the maker/service-provider for the MarketView suite of financial software products; used by 17 of the world's top 20 international investment banks worldwide. Work at ION included:

- custom communications and technical support for clients in Germany, Scandinavia and the UK.
- content development and maintenance for multi-level client support.
- internal communications, best practices and knowledge sharing.

Global Property Network.....Cortona, IT
Consultant [Content & Information Technology]: Oct 2003 – Oct 2004

From both a web and a bricks-and-mortar perspective, GPN acts as an international portal for the buying and selling of property all over Europe. Roles and responsibilities at GPN included:

- management of all online communications systems, from both content and IT perspectives.
- development of corporate technical documentation and custom user manuals and references.
- overall technology management, knowledge sharing and internal best-practices development.

Razorfish, Inc.....New York, NY
Technologist & Project Manager: Aug 1999 – Oct 2002

Razorfish was founded in 1995 to provide change management and technology solutions to Fortune 1000 companies such as Armani, Cisco, Ford, GlaxoSmithKline and Western Union. The company has always been defined by excellence in design, user experience and usability, as well as phased project management and technology services tailored to match strategic business and user requirements. Work at Razorfish included:

- gathering and preparing content for business development (RFPs, pitches/presentations, special papers).
- running client presentations, as well as training sessions and internal knowledge sharing activities.
- analyzing client problems, defining phased solutions based on time/materials and user needs.
- defining structured solution approaches based on It and project-management best-practices.
- implementing IT solutions across multiple platforms, user-environments and technologies.
- managing inter-disciplinary, multi-cultural teams of varying business and technical levels.
- managing client communications and reporting throughout the project process.

EDUCATION & ACADEMIC HONORS

New York University (NYU).....New York, NY

Bachelor of Arts (with honors / *cum laude*) – May 1999.

Specializations in Computer Science (major), and Journalism (minor).

- NYU Class of 1999 Honors Scholar / Dean's List
- College of Arts & Science Scholars' Circle / French Department Book Award - 1999
- NYU Scholars Group Study Abroad (Florence, Italy; Santiago, Chile)
- NYU Scholarship / "International Scholar" Award - 1995-99

St. Mary's Catholic High School / Arab Unity School.....Dubai, UAE

University of London GCE 'A' Levels – June 1995.

University of Cambridge IGCSE 'O' Levels (perfect score + distinction) – June 1994.

- Class of 1994 Valedictorian
- Alliance Française Certificate of Merit - 1992-94

WRITING & ACADEMIA

Academic Programs International: Guest lecturer and workshop facilitator on culture shock, cultural awareness and intercultural communications. **The American:** Freelance writer / editor for Rome-based monthly magazine. **1000 Women for Peace:** Editing, fact-checking and proofing for book and Web project profiling 1000 women around the world whose work creates change in areas of peace and reconciliation, equality and justice, and more. Part of the "1000 Women for the Nobel Peace Prize 2005" initiative. **Dawn, RAVE* SQ, Thinking Aloud, The Canadian Writers' Journal:** Freelance writing, reviews, articles and poems for publications in Pakistan, the US and Canada.