

LANGUAGES

English, French, Italian, Hindi and Urdu.

EDUCATION & ACADEMIC HONORS

New York University (NYU), New York

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

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

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

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

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

University of Cambridge IGCSE 'O' Levels (with distinction) – June 1994.

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

CURRENT / RECENT EMPLOYMENT

United Nations / FAO – Rome (07/2008+) – Reports Officer (Communications)

CountrySTAT for Sub-Saharan Africa (SSA) is a special, privately-funded project within the FAO country statistics information system, to substantially improve the quality, accessibility, relevance and reliability of national statistics on food and agriculture in 17 SSA countries. Work on CountrySTAT includes:

- preparing reports on project progress and activities, designing and managing an individual reports structure within the project team (reporting templates, workflow and process).
- developing content, editing and finalizing reports and other communication materials for Project Management, Donor and relevant stakeholders.
- coordinating and facilitating the development of the Project Communication Plan and its implementation (in collaboration with external service provider/s).
- preparing and finalizing various internal and external Project communication materials across different media (overviews, flyers, emails, Web pages and presentations).
- development and maintenance of communication channels and networking with other technical divisions in FAO towards information dissemination and knowledge sharing about and for the Project.

Lorenzo de' Medici – Rome (09/2007-06/2008) – Professor (Communications & Writing)

With over 500 American university students in Florence, Tuscania and Rome, Lorenzo de' Medici ranks among the best Study Abroad programs in Italy.

- **Intercultural Communications** is a full-credit university course that provides a base in communication theory, within the context of how cultural differences play a part in effective communication (or lack thereof) in an ever more globalized world.
- **Travel Writing** merges the art and craft of creative writing and literary appreciation with the process of documenting and communicating the Study Abroad experience, while also enabling students to develop and refine their writing and editing skills.

Bell Canada / Sympatico – Montreal/Rome-Remotely (10/2006-12/2007) – Technical Writer & Information Architect

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).

PAST EXPERIENCE

Foreign Affairs Canada – Rome/Montreal-Remotely (03/2006-12/2007) – Trainer & Technical Writer

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).

United Nations / FAO – Rome (03/2005-02/2006) – Technologist & Technical Writer

Offered in five languages, FAOSTAT2 was meant to be the core food and agriculture database for the UN network and for government / international-policy-makers worldwide. The previous 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 (11/2004-02/2005) – Technical Analyst / Client Services

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 (10/2003-10/2004) – Content & IT Consultant

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 (08/1999-10/2002) – Technologist & Project Manager

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.

ADDITIONAL WRITING & ACADEMIC ACTIVITIES

Academic Programs International (04/2008-06/2008)

Guest lecturer and workshop facilitator on culture shock, cultural awareness and intercultural communications.

The American (10/2006-02/2008)

Contributing editor and freelance writer for a monthly magazine based in Rome, Italy.

1000 Women for Peace (06/2005-07/2005)

Content editing, fact-checking and proofing services for a book and Web project profiling one thousand women from around the world whose work creates change in areas of peace and reconciliation, equality and justice, and more. The project was part of the "1000 Women for the Nobel Peace Prize 2005" initiative.

Dawn, RAVE*SQ, Thinking Aloud and The Canadian Writers' Journal (10/2002-10/2008)

Freelance writing, reviews, articles and poems for publications in Pakistan, the US and Canada.

references and writing samples available upon request.