

Deputy World Centre Manager: Operations

World Association of Girl Guides and Girl Scouts, Sangam World Centre; Pune, India

2011-2016

- Created, maintained and reported on the Capital Expenditure, Maintenance Plan and Communications Plan
- Responsible for creating and updating the risk management plan and ensured that maintenance was planned and undertaken to reduce possible risk
- Wrote over 40 standard operating procedures for areas ranging from banking to emergency action plans to technology training
- Acted as Duty Manager on a weekly rota and served as the main point of contact for guests, volunteers and staff for any questions or issues that arose during the day
- Responsible for Centre finances
 - Oversaw daily financial transactions, ensured monthly accounts were sent to headquarters on time, monitored monthly management accounts, created and complied quarterly finance reports and budget re-forecast models, supported the World Centre Manager in creating triennium budgets
- Managed all grant, donation and scholarship funds totaling approximately \$450,000
 - Created strategic plans for spending, ensured funds were utilized and properly accounted for, wrote monthly reports for the London Fund Development team, hosted yearly site visits by donors and ensured all key performance indicators of the funding was met
- Responsible for IT
 - Helped troubleshoot daily issues, planned IT upgrades and oversaw IT contracts for server maintenance
- Supported operations and administration of events held at Kusafiri World Centre in Ghana and Kenya, created the marketing and promotion strategy of the Centre and ensured risk management plans were in place
- Worked closely with the World Centre Manager to ensure that the Centre was operating effectively and provided the best possible experience to guests and volunteers

Community Relations Intern

World Association of Girl Guides and Girl Scouts, Sangam World Centre; Pune, India

2010-2011

- Created a Partnership Impact tracker to log Sangam's actions and visits with 15 local non-profits that was used for grant applications and long term evaluation of impact
- Supported the Community Relations Manager and Programme Manager by assisting with Community Programme participant selection, grant reporting, event planning and external email communication
- Created a strategic plan for yearly scholarship funds that was confirmed by senior leadership team
- Supported local organizations by leading on community action projects and visiting project sites
- Empowered women, aged 18 to 60, by visiting their volunteer sites, provided support to deliver in their roles

United States Peace Corps Volunteer

Rural Education Volunteer; Siachitema Mission, Southern Province, Zambia

2008-2010

- Trained five government schools in Siachitema Zone on classroom reading techniques
- Supported two community schools in classroom management techniques and reinforced learning by conducting unannounced school visits
- In conjunction with a fellow Peace Corps Volunteer, organized the collection and delivery of over 1,500 books for a library at the Zonal Head School
- Supported five Peace Corps Volunteers by visiting their sites, encouraging project progress, ensuring quarterly reports were submitted and supporting the daily operation of the Provincial Office
- Trained 58 Zambian teachers how to use iPods and solar panels to teach Learning at Taonga Market, an Interactive Radio Instruction program

Bachelor of Science in Sociology

South Dakota State University; Brookings, South Dakota

May 2007