

United Way of New York City, New York, NY

1997–2003

Assistant Manager, Information Management (2000–2003)

- *Promoted United Way of New York City's in-house information and referral database by conducting informational seminars and demonstrations to prospective clients.*
- *Worked with senior personnel to ensure installations and training were executed as per contract.*
- *Developed guidelines, procedures, and training manuals for software installation.*
- *Generated weekly/monthly reports ensuring projections for data maintenance, agency recruitment.*
- *Prepared performance appraisals and made recommendations for staff development.*

Training Administrator, Information Management (1998–2000)

- *Conducted field visits to inform and demonstrate in-house database to prospects.*
- *Facilitated the deployment of the United Way information and referral database to agencies.*
- *Installed software on client's computer systems.*
- *Assisted in resolving technical issues by providing help desk support.*
- *Coordinated training and customer relationship services for users.*

Executive Assistant to Senior Vice President, Information and Planning (1997–1998)

- *Provided administrative support within the department and senior executive team.*
- *Kept team members informed of information that affected workflow.*
- *Served as liaison for external communication between the United Way, corporations, and agencies.*
- *Reviewed contracts, maintained contractual files; processed invoices and payments.*
- *Coordinated technology workshops.*