

# Ana Willem

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404.524.0351  
Atlanta, GA

## OBJECTIVE

To establish a lasting relationship with an innovative and energetic organization working to better engage it's mission and goals.

## SKILL-SET

### Web

5 Years experience with full lifecycle custom software development  
CMS/CRM implementation and configuration  
Training for clients on content management

### Database

5 years experience with SQL and MySQL database design, creation and querying  
Experience with Oracle, Access, Filemaker, BlackBaud, ACT!, and other platforms  
Database Architecture, ERD, and data-model desing and development

### Project Management

7 years of continuous experience managing projects over distributed and local teams  
Delivering projects on budget and on time  
Experience with agile development processes

### Design

15 years publications and print design  
10 years furniture, musical instrument and product design  
2 years web design experience: HTML, CSS, javascript

## EXPERIENCE

Because most of my work with non-profits has been project focussed, the scope of my employment typically lasted for the duration of the project research and implementation.

### DBA | Atlanta Taskforce for the Homeless | 2007 - current

Optimized data model for client intake database  
Redesigned and generated layouts for custom database  
Optimized business processes

### Project Manager | ifPeople | 2007 - 2008

Managed custom website and software development  
Oversaw development team of 5-10 people using agile methodology  
Trained clients on open source CMS tool (plone)

### Tech Project Manager | US Social Forum | 2006 - 2007

Managed information and communications technology for US Social Forum  
Designed business process flows for event registration  
Served as technical liason for National Planning Committee  
Configured CMS (drupal)  
Created and implemented registration, proposal submittal, and logistics systems

### Database Specialist | Institute of American Indian Arts | 2006 - 2007

Created field maps and optimized/scrubed data for conversion  
Managed conversion from legacy database to oracle database  
Oversaw and implemented training program for faculty and staff  
Managed budget of \$250,000

### Information Systems Designer | Bioneers | 2004 - 2006

Gathered requirements and streamlined database architecture/model  
Managed conversion of legacy databases to a CRM/CMS  
Oversaw and implemented bridging of drupal CMS with CiviCRM  
Designed website

### Assistant Dean | EcoVersity | 2002 - 2004

Managed website database for matriculation  
Assited in design of curriculum  
Participated in master planning process (permaculture design)

### Entrepreneur | 1997 - 2008

Managed personal freelance business

## EDUCATION

Rhode Island School of Design | BFA Industrial Design | 1999-2002  
New Mexico State University | Fine Arts | 1993-1998  
Reed College | Political Science | 1990-1991

## **United States Social Forum**

Ana Willem is the consummate professional. She has a deep knowledge of her field, is a tireless worker, loves to solve problems, and is great at customer service. Ana knows how to break down the most complex technical problem in a way that a novice can understand. The training manual she created for our organizations was phenomenal and allowed staff and volunteers to participate in updating our website in order to keep information current.

I highly recommend Ana to anyone who wants to hire the best web technician available with the added ability to talk to non-techies in everyday language they can understand.

### **Alice Lovelace**

Lead Staff Organizer  
United States Social Forum  
[alovelace@mindspring.com](mailto:alovelace@mindspring.com)

## **Bioneers**

Working with Ana was a great pleasure: her intelligence, rapid learning and appreciation of complex challenges coupled with her flexibility and creativity in approaching problem-solving were all a particular boon.

She approaches work with a can-do attitude, and is knowledgeable about options and focused in her implementation. She consistently gave her best to her work with us, and was a delight to work with along the way.

### **Nina Simons**

President and Co-Founder  
Bioneers  
[nina@bioneers.org](mailto:nina@bioneers.org)

## **Institute for American Indian Arts**

Ana managed a \$250,000 project from start to finish. She managed and completed all aspects of the project, and was the main contact between the Institute and the software developers. Without Ana's knowledge of database structure we would not have completed this very large project on time. Ana was the key person that made this a successful project. In the year that Ana worked at the Institute I was completely satisfied with her work. She is a very diligent worker, a conscientious worker, and a very organized person. If it were not for these qualities we would not have had the success that we did.

### **Anthony J. Coca**

Information Systems Director  
Institute of American Indian Arts  
[acoca@iaia.edu](mailto:acoca@iaia.edu)

## **Atlanta Taskforce for the Homeless**

Working with Ana is a delightful and awe-inspiring experience. Her sharp intelligence, coupled with her merry wit, engages and stuns us every day. I have never known anyone more willing to work at any time, in any situation, to get the job done. She is persistent, but gentle, tenacious, but understanding of others who are less committed, and absolutely full of integrity. I would trust her with any task, to know it, to improve it and to complete it with joy.

### **Anita Beaty**

Executive Director and Founder  
Metro Atlanta Taskforce for the Homeless  
[Anitalawbeaty@aol.com](mailto:Anitalawbeaty@aol.com)

## **Registration Team: USSF**

I worked with Ana Willem on the registration team for the first ever United States Social Forum in Atlanta, Georgia in 2007. Ana served as the technical liaison to the registration team, developing and coordinating the a registration system that ultimately served over 10,000 people. She also implemented a range of complicated requirements for the entire team and provided on the ground support and troubleshooting during the registration process itself.

Ana was an excellent person to work with, providing expertise and skill to a large group of people--including staff and volunteers--with a wide range of technological background and knowledge. She helped to create a database that was accessible, intuitive, and that functioned wonderfully in a highly stressful environment. Thinking back on the challenges of that work and context, I am so grateful for Ana's experience, knowledge, patience and incredible hard work and commitment. I highly recommend Ana to any individual or organization looking for someone with commitment, creativity and expertise!

### **Christina Repoley**

Peace Education Coordinator  
American Friends Service Committee  
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