

Jillian Graham

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Education

HMKW Hochschule für Medien, Kommunikation und Wirtschaft, Berlin, Germany
Master of Arts in Business Psychology, degree expected in August 2020.

University of Miami, Coral Gables, FL, USA
Bachelor of Science in Communication, May 2012
3.685 GPA - Cum Laude.

Experience

CT Labs, Berlin, Germany

Project Manager - Working Student, 2/19 – present

- Drafting a research proposal to investigate cyber-learning and computational thinking cognitive processes.
- Facilitating research design around learning milestones and qualitative research methodologies.
- Negotiating and interfacing with project partners.

HomeToGo, Berlin, Germany

User Researcher - Working Student, 12/18 – 5/19

- Wrote, scheduled, executed, codified, analyzed, and presented results from usability tests to gain and promote insight on user expectations during interactions with desktop and mobile web interfaces.
- Conducted literature reviews and user research to help SEO, Customer Relations Management, and China departments better understand customer behaviors and travel trends.
- Reviewed and evaluated research methodologies and adopted best practices.

International Rescue Committee, San Salvador, El Salvador

CuéntaNos.org Project Coordinator (emergency response), 2/18 – 5/18

- Developed Proof of Concept for a web startup catered to displaced people and service providers in El Salvador, and base materials such as standard operating procedures, terms of reference, budgets, workplans, contracts, logistical frameworks, user surveys, reporting templates, data flow charts, and communication materials; acted as Product Owner in Scrum framework and worked with remote development teams; presented the project to potential stakeholders in Spanish and conducted assessments with end users.
- Interviewed, oriented, and managed a team of four Protection Information Assistants; interpreted technical language and introduced Scrum techniques to new CuéntaNos team.
- Communicated lessons learned from El Salvador and strategized services, branding, and sustainable growth in a conference with global project leaders; produced an analysis of the context as a guide for future, similar instances.

International Rescue Committee, Belgrade, Serbia

Refugee.Info Project Manager (short-term), 11/17 – 1/18

- Liaised with various country directors to integrate Refugee.Info, a quickly growing IRC-led web startup for refugees in Europe, into their programming and operations; wrote proposals and reports, developed budgets, and authorized Purchase Requests for editorial and social media teams.
- Created human resource matrices to survey expansion tactics; negotiated and issued Memorandums of Understanding and formal contracts with regional partners and suppliers; produced organograms to establish clear communication channels between densifying regional, global, and support teams.
- Conducted cost-benefit analyses on translation and moderation services; conducted BVA review meetings; led trainings on using the new online BVA system.

International Rescue Committee, Athens, Greece

Grants Manager (short-term), 8/17 – 11/17

- Restructured the Greece country program's Strategic Action Plan to include Refugee.Info objectives and strengthened alignment with IRC's Outcomes and Evidence Framework and Theories of Change.
- Edited and submitted monthly, interim, and final reports for an \$11 million USD portfolio; coordinated private donor proposal and concept note development for a combined worth of \$450,000.
- Chaired grants opening, review, and closing meetings; tracked and facilitated completion of established action points; contracted sub-grantees under the new IRC SPMS guidelines and managed OTIS processes.

International Rescue Committee, Maiduguri, Nigeria

DFID Consortium Grants Manager (short-term), 1/17 – 8/17

- Led proposal development for a rewarded £1 million project scale-up and negotiated logical framework and budget revisions with consortium partners and DFID representatives for an additional £354,000 project scale-up; coordinated and reviewed consortium partner narrative and financial inputs for quarterly and annual reports for a three year, £9 million DFID funded, IRC led protection consortium.
- Coordinated with Child Protection, Women's Protection, Rule-of-Law, Advocacy, and M&E teams to organize events; represented IRC at consortium meetings; oriented consortium partners' grant staff to the project.
- Created internal financial, M&E, and narrative reporting templates; conducted photography trainings for consortium partner staff.

International Rescue Committee, Bangui, Central African Republic

Grants Coordinator (short-term), 7/16 – 11/16

- Developed EC and UNOCHA Protection/Economic Recovery and Development project proposals in French and English, valued at €1.5M and €650,000 respectively.
- Conducted reviews of quarterly and final reports for UNICEF, OFDA, SV, UNDP, WFP, SIDA, EC and private donor funded projects; led communications with donors.
- Supervised and trained a Grants Officer in holding grants opening and closing meetings, reviewing and submitting reports, and information and communication management.

International Rescue Committee, Maiduguri, Nigeria

Grants Manager (short-term), 5/16 – 6/16

- Finalized proposals and logical frameworks for EC, DFID, and SDC funded projects; led cost-extension submissions for current OFDA, ECHO, and Dutch Ministry of Foreign Affairs funded projects.
- Coordinated, reviewed, and consolidated feedback from Nutrition, Protection, Food Security and Livelihoods, Education, and WASH sector coordinators for weekly, quarterly, and final reports; reviewed BVA spending reports for a combined \$17 million in active grants on a monthly basis.
- Facilitated sector workplan and spending plan reviews; communicated programmatic, operational, contractual, and financial requirements of UNHCR, DFID, ECHO, and SIDA projects in grants opening meetings.

International Rescue Committee, Bamako, Mali

Grants Manager (short-term), 4/16 – 4/16

- Led proposal development for OFDA funded project addressing Protection, Economic Development and Recovery, and WASH risks due to armed conflict in the northern regions of Mali.
- Collaborated with technical advisers to mainstream project objectives between program sectors.
- Analyzed draft organograms of four multi-sectoral project proposals with cross-cutting themes to optimize budgetary spending and staff capacity.

International Rescue Committee, Port-au-Prince, Haiti

Grants and Partnerships Manager, 5/15 – 2/16

- Managed grant portfolio of over \$4 million; tracked budget expenditures; and produced monthly, quarterly and final narrative and financial donor reports.
- Negotiated and drafted teaming agreements, contracts, and cost/no-cost extensions; supervised donor compliance regulations.

- Conducted pre-award assessments and developed capacity building plans with local partners; shaped the communication strategy in the framework of the IRC country phase-out plan.

Build Change, Port-au-Prince, Haiti

Fund and Partnership Development Consultant, 11/14 – 4/15

- Led development of project proposals in Port-au-Prince and Cap-Haïtien, resulting in \$2.2 million in funding.
- Generated partnerships and production quality incentives for REZO members, Build Change's network of construction professionals.
- Interviewed beneficiaries; photographed and filmed trainings; produced press releases.

Architecture for Humanity, Port-au-Prince, Haiti

Development Coordinator, 4/14 – 10/14

- Directed proposal writing process, including go/no go decision making, subcontractor procurement, project experience tables, submission and follow up, achieving \$100,000 in funding.
- Built relationships with NGOs, large foundations, and Haitian ministries; composed marketing materials.
- Drove program development with a focus on capacity building and disaster risk reduction.

Skills

- Native English speaker; full professional proficiency in French and Spanish; working professional proficiency in German (B1).
- Professional proficiency in Microsoft Word, Excel, PowerPoint, Trello, Final Cut, KoBo Toolbox; working proficiency in HTML, CSS, JavaScript, Ruby on Rails, Python, SPSS, GPower, Agile, Scrum, Sketch, Google Analytics, Facebook Business, Contentful, Lexis Nexis, Salesforce, Marketo.
- Professional proficiency in USG/EC/UN/DFID donor regulations.