

Vanan Phan

Quincy, MA

[LinkedIn](#)

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EDUCATION

University of Massachusetts Amherst, May 2021

- Bachelor of Arts; Major: English; GPA: 3.8
- Letter of Specializations in [Creative Writing](#), and [the Study and Practice of Writing](#)
- Certificate in [Professional Writing and Technical Communication](#)

Computer Skills: Microsoft Office Suite, Google Suite, HTML, CSS, MadCap Flare, Adobe Illustrator, Adobe InDesign, Canva, Slack, Wix, Drupal, Salesforce, CapCut

Language Skills: Conversational Vietnamese

Professional Website: <https://vananphan17.github.io>

WORK EXPERIENCE

Development Operations Coordinator

Rose Kennedy Greenway Conservancy, Boston MA, December 2022-Present

- Collaborated with other departments to draft and present a grant proposal to a sponsor that resulted in an additional \$10k being awarded in addition to the original request amount
- Lead the coordination, video filming and editing process for the [Annual Giving Tuesday campaign](#), which highlighted the incredible work members of the Conservancy do on an everyday basis, that raised a total of \$20k for The Greenway
- Execute and maintain all areas of donor record keeping, including gift processing, acknowledgments, pledge agreements, contact information, and notes
- Generate and manage all mailing lists, and coordinate with the printer and mailhouse to produce printed mailings including appeals, event invitations, and holiday cards
- Use Salesforce and Excel to create fundraising reports and analysis with data visualization for departmental colleagues

Administrative Assistant

JCBT Architect, Quincy MA, September 2021-Present

- Assisted with client inquiries, drafting proposals, invoicing, payment processing, and document intake
- General administrative duties, including telephone, scanning, photocopying, filing, mail, and email, updating projects/files
- Maintained polite and professional communication with clients and staff

TECHNICAL WRITING PROJECTS

Microsoft Word Manual

- Drafted [27-page Microsoft Word manual](#) for College Level Creative Writers
- Determined needs of client for technical documentation, conducted interviews and usability testing
- Incorporated illustrations to increase users' understanding of the materials based on feedback received

Mock-Grant Proposal

- Drafted [29-page grant proposal](#) to fund literary journal for the National Asian Pacific American Women's Forum
- Researched and efficiently conveyed importance of project as well as short and long term benefits for the AAPI community
- Identified grants that matched objective of organization/client, conducted research on possible budget and feasibility of project

VOLUNTEER EXPERIENCE

Volunteer

[National Association of Asian American Professionals, Boston Chapter](#), Boston MA, May 2023-Present

- Design, consult, and distribute marketing content for NAAAP Boston's social media platforms
- Edit and distribute monthly newsletter to over 3,000 subscribers
- Assist Tech committee to post and maintain content on the NAAAP Boston website on a regular basis

EDITORIAL EXPERIENCE

Communications Assistant

Western Massachusetts Writing Project (UMass Amherst), Amherst MA, February 2021 - May 2021

- Utilized Drupal (UMass Amherst's web content management service) to manage reports, update materials, and organize resources on organization's website
- Conducted research and reported needs of future programming for members of the Western Massachusetts Writing Project leadership team
- Collaborated and communicated with internship supervisor to ensure projects and tasks were completed in timely manner