

Will Pfeffer

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Citizenship: U.S. Citizen

Availability:

Job Type: Permanent, Temporary, Term, Telework

Work Schedule: Full-Time

Desired locations:

United States - MA - Boston

Objective:

I am a civic technologist, passionate about good (representative/participatory/effective/modern) government and a robust civil society to serve the public interest when government can't. I am an experienced program and project manager and technology trainer. I'm looking for a substantive position in a civic tech or government organization, focused on IT strategy, open data, government innovation, and related fields.

Skills Summary:

Technology:

Proficiency with Microsoft Office suite, including daily use of Word and Outlook, formal training (Intermediate level) in Excel as part of a professional development program at Tufts Health Plan, monthly use of Powerpoint.

Proficiency with photo editing and management using Adobe Photoshop and other consumer tools.

Familiarity with web technologies, including weekly use of Drupal-based content management, and infrequent work in HTML5 and CSS.

Other skills:

Experience with volunteer, intern, and fellow recruitment and hiring process.

Project and program management experience, including coordination with stakeholders ranging from intern/volunteer level up to elected official and senior academic faculty level.

Event, conference, and convention planning and operations experience, ranging from small-scale (10-15 attendee) panel discussions to large and complex conferences, conventions, and rallies.

Work Experience:**Ash Center for Democratic Governance and Innovation**

79 John F. Kennedy St., Box 74
Cambridge, MA 02138 United States

11/2014 - Present

Hours per week: 35

Program Coordinator, Student Programs and Challenges to Democracy**Duties, Accomplishments and Related Skills:**

(50%) Coordinating the Ash Center's Student Programs:

- Managing all aspects of the Summer Fellowship in Innovation, a program which places approximately 12 Master's students for 8-10 weeks in public-sector agencies each summer. Responsibilities include working with potential fellowship hosts in city, state, and federal agencies, ensuring that submitted projects are appropriate to the scope and focus of the fellowship. Additional responsibilities include promoting the fellowship and recruiting student applicants, interviewing and selecting all fellows, and managing fellows throughout the summer via Slack, weekly video calls, and 1-on-1 via email and phone.
- Managing the allocation of student funding, including independent and thesis research grants, research fellowship appointments, tuition scholarships, and student group/journal/event support
- Coordinating events, including organizing and moderating a weekly student seminar series, frequent panel discussions and other academic events, an annual open house, and other events.

(50%) Coordinating the Ash Center's Technology & Democracy Program:

- From the program's inception, managing program design, operations, and outreach for the Technology & Democracy Program, an effort to increase the scope and quality of technology instruction received by Masters in Public Policy Students and to bolster the Ash Center and Harvard Kennedy School's place as a leader in the government/civic technology field.
- Managing outreach, recruitment, interviews/selection, and operations for the Technology & Democracy Fellowship, a network of technologists working (at their job or as a side project) on projects salient to government innovation, responsiveness, representation, civic participation, etc.
- Organizing and operating related events, including one large technology-focused event each year (usually a panel discussion), an annual retreat for each year's cohort of fellows to meet with each other and Harvard faculty, and a series of technology skills workshops led by Technology & Democracy fellows to introduce technical skills to Master's students at HKS and across Harvard University.
- Coordinating and managing each fellow's individual work on his or her own project, via Slack and monthly video conferences, including project scoping, engaging faculty and research staff with each project, and promotion/dissemination of each fellow's project.

Supervisor: Tim Glynn-Burke (617-496-4703)

Okay to contact this Supervisor: Contact me first

Tufts Health Plan

705 Mt. Auburn St.

East Watertown, MA 02472 United States

01/2014 - 11/2014

Hours per week: 40

Sales Coordinator (I)**Duties, Accomplishments and Related Skills:**

Responsibilities include:

- Processing group health insurance quotes (primarily data entry, including cleaning and formatting Excel spreadsheets and entering data into either an Oracle CRM system or a proprietary online system, depending on the group size)
- Interfacing with brokers, underwriters, and the Commercial Sales department to resolve any discrepancies in each group census (the list of personal information for employees being offered insurance on a given health insurance plan) and in the specific features of the insurance products being requested.
- Working with the Sales & Operations team to develop and test new online tools for insurance brokers to access quote and plan information.
- Completed an intermediate Excel course

Supervisor: Lance Nazer (617-923-5406 x9178)

Okay to contact this Supervisor: Yes

Unemployed

10/2013 – 01/2014

Period of unemployment following end of seasonal employment with Classic Harbor Line; job searching.

Classic Harbor Line

50 Rowes Wharf

Boston, MA 02110 United States

06/2013 - 10/2013

Hours per week: 30

Deck Hand**Duties, Accomplishments and Related Skills:**

Sailing as a Deckhand aboard Adirondack III, an 80-foot gaff-rigged schooner. Responsibilities include:

- Operating the boat under sail (docking/alighting, raising/lowering sails, trimming sails as necessary), mainly during 2-hour harbor cruises with occasional longer trips.
- Providing food and drink service to passengers, as well as answering questions relating to the boat and the Boston Harbor Islands.

- Performing routine maintenance on the boat, including rig/sail maintenance, cleaning, fueling, etc.
- Occasional time in the ticketing office, selling tickets to walk-up guests and checking in guests for trips.

Supervisor: Susan Greer (6179512460)

Okay to contact this Supervisor: Yes

Massachusetts Democratic Party

77 Summer St.

10th Floor

Boston, MA 02111 United States

02/2013 - 05/2013

Hours per week: 60

Voter File Manager

Duties, Accomplishments and Related Skills:

Managing access to the Massachusetts Democratic Party's voter file and campaign targeting software, including:

- Acting as the statewide systems administrator for VAN, the Democratic Party's voter file software, including account creation and management for all campaigns and local party committees.
- Updating the voter file with new information from the Mass. Secretary of State's office following each voter registration deadline, including coordinating with the Democratic National Committee to add proprietary and commercial data to the existing public dataset of voters.
- Providing training to campaign staff on how to use the VAN software, and in the case of smaller campaigns without their own data and targeting staff, directly working with campaign managers to create a targeted list of voters for telephone, in-person, and mail outreach.
- Managing the 2013 Massachusetts Democratic Party platform project, including coordinating public meetings and hearings to solicit input on the platform, collating feedback to provide to groups of party activists and elected officials to draft each section, and (with the guidance of the party Chairman and Executive Director) drafting a final, cohesive platform document to be voted on at the 2013 Massachusetts Democratic Party Convention.
- Providing additional field and operations support as needed, including volunteer and intern management, phonebank management, canvassing, etc.

Unemployed

11/2012 – 02/2013

Period of unemployment while job searching following the end of the 2012 election campaign.

Organizing For America - NH

76 Grove St.

Peterborough, NH 03458 United States

08/2012 - 11/2012

Hours per week: 80

Field Organizer**Duties, Accomplishments and Related Skills:**

Working on the 2012 Obama re-election campaign, organizing volunteer events, recruiting and managing volunteers and interns, engaging voters on social media, organizing and operating rallies of between 10 and 4,000 people. Coordinating a voter contact program in four towns and a college, contributing to a 6-point overall win in NH.

Massachusetts Democratic Party

77 Summer St.

10th Floor

Boston, MA 02111 United States

03/2012 - 07/2012

Hours per week: 25

Intern**Duties, Accomplishments and Related Skills:**

Responsibilities included:

- Regular phonebanking in support of Massachusetts Democratic candidates and President Obama's reelection
- Organizing and staffing several Mass. Democratic State Committee meetings and the 2012 Mass. Democratic Party Convention
- Outreach to elected officials across the state to solicit endorsements for Elizabeth Warren's 2012 U.S. Senate campaign

Recreational Equipment, Inc.

401 Park Drive, Suite 103

Boston, MA 02215

03/2012 – 07/2012

Hours per week: 20

Cashier**Duties, Accomplishments and Related Skills:**

Providing customer service as a cashier, assisting customers in decision making on which outdoor and recreational gear best suits their needs.

Education:

University of Colorado, Boulder Boulder, CO United States

Bachelor's Degree 12/2011

Major: (Double) Political Science, International Affairs

Relevant Coursework, Licenses and Certifications:

My focus was primarily on post-Cold War Eastern Europe, specifically on former Soviet states' accession into the European Union

Extracurricular activities: University of Colorado Cycling Team

Professional References:

David Eaves, Lecturer in Public Policy and Director, Digital@HKS, Harvard Kennedy School of Government

(857-928-2768; David_Eaves@hks.harvard.edu)

Devin Romanul, Associate Director, Project on Municipal Innovation – Advisory Group, Ash Center for Democratic Governance and Innovation

(508-369-3955; Devin_Romanul@hks.harvard.edu)

Sam Hammar, Director of Digital Engagement, Commonwealth of Massachusetts, Office of the Treasurer

(617-388-2706; shammar@tre.state.ma.us)