**NATASHA GOODCLIENT**

1234 Street Address • City, State 12345 • natashagoodclient@gmail.com • (202) XXX - XXXX

**Professional Summary**

Proactive, energetic team leader and dedicated professional with experience in three Senate offices: Senate Majority Leader Harry Reid, retired Senator Ben Nelson, and newly appointed Senator Brian Schatz, totaling four years management experience. Proficiency in managing multiple time-sensitive projects simultaneously, effectively communicating team expectations and project results to both Senator and staff. Experience in coordinating the development of a new office; planning the closure of a current office; and running the operations of a functioning office. Personnel management of 40-plus diverse staffers including HR issues, budget and liaison with Senate support staff. Thrives in high-stress, fast-paced environment, and adapts easily to change. Career trajectory illustrates quick progression of professional growth and responsibilities in only five years.

**Skills and Accomplishments**

**Office Management**

* ****Developed and managed $3M annual budget office. Created financial reports and database spreadsheets with expenditures. Advised on salary recommendations for incoming staff.
* Created, implemented, and directed policies and activities for more than 40 staff in Washington, D.C., and 2 state offices.
* Facilitated relationships for Senator and Chief of Staff, and helped implement all Senate Rules, Ethics, and employment policies.

**Team Building**

* Facilitated manager and staff meetings to coordinate closing operations.

**Event Planning**

* Coordinated move and start-up of state transition office.
* Planned and managed closure of offices in Washington, DC and state.
* Coordinated weekly constituent breakfasts.

**Outreach**

* Liaised between the office and service departments, Architect of the Capitol, Secretary of the Senate, Sergeant at Arm’s Customer Support Analyst (CSA), and Capitol Police.
* Maintained constituent and VIP contacts and assisted official visitors.

**Professional Experience**

**United States Senator Brian Schatz,** Washington, DC 1/2013 to present

*Transitional Administrative Director*

**United States Senator Benjamin Nelson,** Washington, DC 8/2010 to 1/2013 *Administrative Director*

**United States Senate Majority Leader Harry Reid,** Washington, D.C.

*Front Office Manager*  1/2009 to 8/2010  
*Staff Assistant* 2/2008 to 1/2009

**Volunteer Experience**

**AmeriCorps, Samaritan Inns,** Washington, DC

* Kept records and wrote weekly reports on residents’ progress.
* Managed transitional events.
* Mediated conflicts.
* Facilitated re-acclamation of the homeless to mainstream living.

**Democratic National Committee,** Washington, DC

* Researched and prepared press clips, helped with the daily press briefs on current events and issues of the day.
* Responded to constituent needs, including answering correspondence.

**Congressional Campaign for Kalyn Free,** McAlester, OK

* Organized and supervised volunteers and planned political events.
* Served as liaison to labor unions.
* Organized and operated phone banks and canvasses.

**National Women’s Political Caucus,** Washington, D.C.

* Assisted with the development and implementation of the NWPC fundraising campaign.

****

**Education**

**Bachelor of Arts,** Trinity University, Washington, DC 12/2006

**Professional Affiliations**

Senate Administrative Managers Group Joined 8/2010

Women’s Congressional Staff Association Joined 8/2012

**NATASHA GOODCLIENT**

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**Summary**

* Half a decade of Capitol Hill experience in three Senate Offices: Senate Majority Leader Harry Reid, Senator Ben Nelson, and Senator Brian Schatz.
* Promoted five times and increased compensation 340% during this period; exceptional career trajectory with consistent professional growth in a high-stress, competitive environment.
* Solid experience managing Senate offices with up to 45 diverse staffers, executing multiple time-sensitive projects simultaneously, and effectively communicating team expectations and results.
* Worked closely with and supported three key U.S. Senators and their senior staff; in-the-corridors knowledge of Capitol Hill politics and people, and insider intelligence on how the Hill works.

**Skills and Accomplishments**

**Operations and Management**

* Developed and managed $3M annual budget allocation, including staffing decisions, salary recommendations for incoming staff, and vendor selection.
* ****Created 60+ budget reports and financial spreadsheets, consistently honing quantitative skills across different sub-budgets such as technology and office.
* Advised the development of a new office, planned the closure of a current office, and ran the operations of a functioning office. Including setting up systems and records management.

**Team Building and Leadership**

* Created, implemented, and directed policies and activities for 45 staffers in Washington, D.C. and 2 state offices, including implementing all Senate Rules, Ethics, and employment policies.
* Created a system to close a Senate office, including making an appropriate timeline, leading all-staff meetings on coordinating an efficient and well-executed closing operation.
* Managed communications and a fluid information flow between personnel on all critical issues such as HR, budget, and Senate Ethics; served as liaison with Senate support staff.

**Event Planning**

* Managed the organization of 40+ weekly breakfasts, often for close to 100 constituents, including VIPs, tours, and lobbying groups.
* Planned and executed on a major move and start-up of a new state office; leadership role in choice of venue, procurement of services, and vendor selection.

**Outreach**

* Managed relationships with thousands of constituent, including close to 50 VIPs; coordinated the visits of high-ranking officials, state legislators, and mayors of key U.S. cities.
* Built key relationships with Senate office and service departments, such as Architect of the Capitol, Secretary of the Senate, and Sergeant at Arm’s Customer Support Analyst (CSA).

**Capitol Hill Experience**

**United States Senator Brian Schatz,** Washington, DC 1/2013 to present

*Transitional Administrative Director*

**United States Senator Benjamin Nelson,** Washington, DC 8/2010 to 1/2013 *Administrative Director*

**United States Senate Majority Leader Harry Reid,** Washington, D.C.

*Front Office Manager*  1/2009 to 8/2010  
*Staff Assistant* 2/2008 to 1/2009

**Other Experience**

**AmeriCorps, Samaritan Inns,** Washington, DC 1/2007 to 2/2008

*Resident Manager*

* Managed household of 13 residents recovering from addiction and homelessness.
* Kept records and wrote 52 weekly reports on residents’ progress, including guidance and counseling to residents and conflict management.
* Managed transitional events such as facilitating re-acclamation of the homeless to mainstream living; organized 35+ community events and dinners.
* Lead weekly team meetings to discuss issues of the transitional house, and participated in retreats and other community-building activities.

**Democratic National Committee,** Washington, DC 7/2006 to 12/2006

*****Intern, Constituent Services, Communications*

* Researched and compiled over 40 press clips *daily* into one report on current events and critical news, which was used by the DNC’s senior press team.
* Handled constituent inquiries across all states under time pressure and quick lead times.

**Congressional Campaign for Kalyn Free,** McAlester, OK 5/2004 to 9/2004

*Intern, Field Organizer*

* Served as liaison to representatives of 20+ labor unions and associations.
* Organized 40+ volunteers and led a sustained phone banking operation over 3 months.
* Recruited dozens of attendees for major rallies and fundraisers.

**National Women’s Political Caucus (NWPC),** Washington, D.C. 1/2004 to 5/2004

*Intern, Political, Fundraising*

* Executed NWPC fundraising campaign, researched candidates for potential endorsements, and helped organize annual awards event.
* Updated website weekly with the latest content on critical issues pertinent to women.

**Education**

**Bachelor of Arts in Political Science,** Trinity University, Washington, DC 12/2006

**Professional Affiliations**

Senate Administrative Managers Group Joined 8/2010

Women’s Congressional Staff Association Joined 8/2012

ANA GOODCLIENT

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Experience

**G-24 Secretariat Washington, D.C.**

**Policy Advisor (full-time) April 2011 – present**

* Manage the policy content for the G-24 Ministerial and Deputies Meetings, Technical Group Meetings and High-Level Seminars and ensure implementation of the G-24 work program. Co-ordinate and supervise research work, and prepare policy briefings and speeches for the G-24 Chair (Minister and/or Deputy).
* Collaborate with Ministries and Central Banks to assist member countries in formulating common positions on the agenda topics of the G-24 work program.
* Provide analytical and research support to the Director, particularly on development issues, IFI reform, macroprudential policy and climate finance.
* Manage the office of the G-24 Secretariat and relations with member countries. Coordinate the input of the G-24 to the G-20. Liaise with G-20 officials, offices of the Executive Directors and officials of the World Bank and IMF.

**International Monetary Fund Washington, D.C.**

**Research Associate to External Evaluation Committee (part-time) December 2012 – February 2013**

* Assisted with the write-up and editing of the report of the High-Level Panel appointed to undertake the second external evaluation of the IMF’s Independent Evaluation Office (IEO).
* Reviewed relevant literature and undertook additional research to support the main report themes. Analyzed the IEO’s review and publication process to determine potential gaps in implementation and follow-up.
* ****Coordinated and participated in interviews and meetings with IMF staff and Management, Executive Directors of the Board, partner institutions and key policy stakeholders.

**National Planning Commission, The Presidency Pretoria, South Africa**

**Consultant (full-time) September – November 2011 & June – July 2012**

* Assisted in developing a strategic vision for South Africa’s long-term economic development. Jointly responsible for formulating and drafting chapters of the National Development Plan (NDP), on Economic Infrastructure, Transition to a Low Carbon Economy and Key Drivers of Change.
* Conceptualized and prepared the presentation and public version of the NDP for submission to the President.

**Resource Mobilization Advisors Washington, D.C.**

**Summer Intern (part-time) June – August 2010**

* Created a financial model for the Inter-American Development Bank for the development of a wastewater treatment site in Placencia, Belize.
* Member of the team that assisted the U.S. Department of Energy to prepare a resource guide for the establishment of Regional Clean Energy Centers in Latin America.

**National Treasury Pretoria, South Africa**

**Deputy Director: International Finance (full time) February 2008 – August 2009**

* Advisor to the Minister of Finance, Trevor Manuel, in his role as Chair of the Committee on IMF Governance Reform. Drafted and edited the final report of the Committee, coordinating inputs from Eminent Persons.
* Lead researcher/analyst on the G-20 and IMF and South African contact point for all G-20 matters. Participated in G20 Deputies, Ministers and Summit meetings as policy support, liaising with and updating relevant Departments, including the Presidency and Environmental Affairs.
* Prepared policy briefings and speeches on economic policy, IFI reform and the 2007 economic and financial crisis that informed South Africa’s position at G-20/G-4/G-24 Deputies, Ministerial and Summit Meetings, as well as the IMF/World Bank Spring and Annual Meetings.

**National Treasury**

**Researcher: G-20 Secretariat (full-time) August 2006 – February 2008**

* Drafted the objectives and work program themes for South Africa's hosting of the G-20 in 2007.
* Managed the policy content for the workshops and meetings hosted by South Africa, coordinating and editing inputs from G-20 members, the Treasury and the South African Reserve Bank. Primary contact point for G20 members for policy matters and principal advisor to the Treasury’s Director-General.
* Collaborated with international colleagues to draft the G-20 Troika Working Group Report on IMF quota and voice reform. The proposal was approved by the IMF Board of Governors in 2008.
* Member of the South African National Climate Change Committee and Sub-committee on Climate.

**South African Institute of International Affairs (SAIIA) Johannesburg, South Africa**

**SAIIA-KAS Research Intern (part-time) February 2005 – March 2006**

* Provided research, editing and organizational assistance to the Heads of the ‘Latin American, Asia Pacific’ and ‘Business in Africa’ projects. Wrote country reports and compiled economic data.
* Organized a series of roundtables on MERCOSUR and small business in Latin America and SADC.
* Published articles on security and foreign policy issues (publications listed below).

**UN Information Centre (UNIC) Pretoria, South Africa**

**Intern (full-time) October – November 2004**

* Compiled daily news and weekly media analysis for the UN headquarters and assisted with the launch of the UN’s microfinance project.

Education

**Johns Hopkins University Washington, D.C.**

**School of Advanced International Studies (SAIS) Bologna, Italy**

**Master of Arts, International Economics and International Relations August 2011**

* Focus: International Economics, Western Hemisphere/Latin American Studies
* Editor-in-Chief of the Bologna Center Journal of International Affairs (2010/2011)
* ****Recipient of the Altiero Spinelli Fellowship (2010 and 2011), the Groves Award for best research paper (on the Northern Rock bank run) (2010) and the SAIS China Trip Bursary (2011)

**University of Pretoria Pretoria, South Africa**

**Bachelor of Arts (Honors), International Relations April 2005**

* Focus: International Political Economy
* Recipient of the Post-Grad Honours Bursary, African-Asian Society Award, and U.S. State Department Bursary to attend the Washington Centre's Campaign and Election Process Program in NY City (2004)

**Bachelor of Arts, Political Analysis and Communication April 2004**

* Focus: Comparative Politics, African Affairs
* Recipient of the Achievement Bursary (2002 and 2003)
* First Prize at the Inter-university Student Conference (2003)
* Tutor and research assistant for the Department of Political Sciences (February 2003 - November 2004)

Additional Information

**Languages:** English (native), Afrikaans (advanced), Portuguese (intermediate), Spanish (basic)

**Volunteer work:** Volunteer with Hands on Greater DC (2012); Delegate at the UN Youth Program, NY City (2004); Student Coordinator for the Civil Society Initiative, Johannesburg, South Africa (2001); Volunteer at Iris Ministries orphanage and school, Maputo, Mozambique (2000)

Publications

* “South Africa - New Opportunities for Structural Policies and Growth,” Think Tank 20, The Brookings Institution (2011)
* "EU Sugar Reform: Weaning States off Subsidies," Business Day,19 August (2005)
* "Small Business: The Case of Brazil,” Global Best Practice Report No.5 (2005)
* The Unresolved Dilemma of North Korea's Nuclear Capability," Foreign Policy Monitor, May/June (2005)
* "Between Nukes and Negotiations: Exploring the North Korean Crisis," SAIIA Report No. 48 (2005)
* "The Israeli-Palestinian Conflict: One Step Forward, Two Steps Back?" CIPS Electronic Briefing Paper No. 59 (2004)

"The New Partnership for Africa's Development: Prospects and Challenges," Africa Institute Occasional Publication No. 70 (2003)

ANA GOODCLIENT

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Summary

* 7+ years of international policy and communications experience with key multilateral institutions such as the International Monetary Fund, the Government of South Africa, and research think tanks.
* Exceptional writing, research and communication skills - edited, authored, and co-authored close to a hundred reports covering issues related to climate finance, energy policy, international economics and development.
* Strong planning and organizational experience on moderate size projects, especially on the communications and policy aspects; adept at coordinating work streams to meet tight deadlines.
* Extensive experience networking and building relationships with stakeholders and integrating policy positions of diverse groups- civil society, member country government, and multilateral institutions.
* Masters in International Economics (SAIS). Languages: English, Portuguese, Spanish, and Afrikaans.

Experience

**Intergovernmental Group of 24 on International Monetary Affairs & Development Washington, D.C.**

**Policy Advisor April 2011 – present**

* Manage implementation of entire G-24 work program, including supervising critical research, and writing 30+ high-level ministerial policy briefings / backgrounders and 20+ speeches and presentations for the G-24 Chair.
* Develop policy content and communication materials for 25+ Ministerial and Deputies Meetings and related seminars held in Washington D.C. and key developing country locations.
* ****Have led close to 20 high-level press conferences and interviews to national and international media including Reuters, China Daily, Washington Post, and xxxxxx.
* Coordinate technical input and work closely with think tanks, Ministries of Finance and Central Banks, senior World Bank and International Monetary Fund (IMF) officials, and offices of Executive Directors.

**International Monetary Fund Washington, D.C.**

**Research Associate to External Evaluation Committee December 2012 – February 2013**

* Co-wrote and edited the report of the High-Level Panel appointed to undertake the second external evaluation of the IMF’s Independent Evaluation Office (IEO).
* Reviewed relevant literature and contributed additional research to support the main report conclusions; analyzed the IEO’s processes and strategies to determine potential gaps in implementation.
* Led the preparation of, and participated in 20+ critical interviews with IMF Management, Executive Directors of the IMF Board, and Ministries of Finance of key member countries.

**National Planning Commission, The Presidency of South Africa Pretoria, South Africa**

**Development Consultant September – November 2011 & June – July 2012**

* Jointly responsible for formulating the 2023 strategic vision for South Africa’s long-term economic development and drafting several chapters of the National Development Plan (NDP).
* Conceptualized and prepared communications materials for high-profile public launch of the NDP and submission of the Plan to the President; disseminated to national ministries and government departments.
* Developed expertise in key development areas, including environmental and energy policy, economic infrastructure, and demographic trends.

**Resource Mobilization Advisors Washington, D.C.**

**Summer Associate June – August 2010**

* Co-wrote a brief for the U.S. Department of Energy on the establishment of regional clean energy centers in Latin America; assessed long-term strategy, medium-term goals, and best practices.
* Administered $10 million infrastructure project for the Inter-American Development Bank; created a financial model to assess the viability of building a wastewater treatment facility in Placencia, Belize.

**National Treasury of South Africa Pretoria, South Africa**

**Deputy Director, International Finance August 2006 – August 2009**

* Advised the Minister of Finance in his role as Chair of the Committee on IMF Governance Reform; drafted and edited the final report of the Committee, submitted to the IMF’s Board and senior management.
* Led research agenda for South Africa's hosting of the G-20 in 2007; project managed 12+ high-level meetings.
* Prepared over 50 policy briefings and talking points on economic policy that informed South Africa’s position at G-20/G-4/G-24, and IMF/World Bank meetings.
* Primary contact person for all G-20 and IMF related matters; worked across G-20 membership and built relationships with various organizations, including government departments and think tanks.
* Negotiated complex positions to arrive at a consensus for the G-20 Troika Working Group Report on IMF reform; proposal approved by the IMF Board of Governors in 2008.
* Active member of the South African National Climate Change Committee and Sub-committee on Climate.

**South African Institute of International Affairs (SAIIA) Johannesburg, South Africa**

**Researcher February 2005 – May 2006**

* Co-wrote and edited reports for the Directors of the Latin America and Africa programs. Compiled key macro-economic data and drafted a series of country reports.
* Organized half a dozen roundtables on MERCOSUR and small business in Latin America and Southern Africa.

**UN Information Centre (UNIC) Pretoria, South Africa**

**Media Intern October 2004 – January 2005**

* Authored 60+ daily news and weekly media analysis reports for the U.N. headquarters.
* Oversaw launch of U.N. microfinance campaign.

Education

**Johns Hopkins University Washington, D.C.**

**School of Advanced International Studies (SAIS) Bologna, Italy**

**Master of Arts, International Economics and International Relations August 2011**

* Concentrations: International Economics, Latin American Studies
* Editor-in-Chief of the Bologna Center Journal of International Affairs (2010/2011)
* Recipient of the Altiero Spinelli Fellowship (2010 and 2011) and the Groves Award for best research paper (on the Northern Rock bank run) (2010)

**University of Pretoria Pretoria, South Africa**

**Bachelor of Arts (Honors), Political Analysis and Communications April 2005**

* Concentrations: International Political Economy, African Affairs
* Recipient of Achievement Bursary (2002 & 2003), Post-Grad Honors Bursary (2004) and African-Asian Society Award (2004)
* Tutor and Research Assistant for the Department of Political Sciences

Additional Information

**Languages:** English (native), Afrikaans (fluent), Portuguese (proficient), Spanish (basic)

**Volunteer work:** Volunteer with Hands on Greater DC (2012); Delegate at the UN Youth Program, NY City (2004); Student Coordinator for the Civil Society Initiative, Johannesburg, South Africa (2001); Volunteer at Iris Ministries orphanage and school, Maputo, Mozambique (2000)

Publications

* “South Africa - New Opportunities for Structural Policies and Growth,” Think Tank 20, the Brookings Institution, November 2011
* “EU Sugar Reform: Weaning States off Subsidies," Business Day, August 2005
* "Small Business: The Case of Brazil,” Global Best Practice Report No.5, 2005
* "The Unresolved Dilemma of North Korea's Nuclear Capability," Foreign Policy Monitor, May/June 2005
* "Between Nukes and Negotiations: Exploring the North Korean Crisis," SAIIA Report No. 48, 2005
* "The Israeli-Palestinian Conflict: One Step Forward, Two Steps Back?" CIPS Electronic Briefing Paper No. 59, 2004
* "The New Partnership for Africa's Development: Prospects and Challenges," Africa Institute Occasional Publication No. 70, 2003

**Laura Goodclient**

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**PROFESSIONAL EXPERIENCE**

U.S. Department of State:

**Public Affairs Specialist – Bureau of Educational and Cultural Affairs – February 2010 - present**

* Develop the Bureau’s overall strategic communications plan and goals.
* Establish and maintain relationships as liaison and spokesperson with national and international media and private-sector partners on behalf of the Bureau and respond to requests from journalists regarding the Bureau’s mission, operations, policies, and programs.
* Arrange media interviews and briefings for all officials on ECA topics; prepare and brief principals, including the Secretary of State, for engagement with the media.
* Redefined scope of outreach office to include regular communication with Congress and stakeholder organizations.

**Public Affairs Specialist – Bureau of Public Affairs, Washington, DC – January 2009 – February 2010**

* ****Advised Spokesman and other officials on delivery of critical U.S. foreign policy messages.
* Responded on the record to queries from national and international media in order to disseminate and clarify U.S. foreign policy messages.
* Coordinated logistical arrangements for press briefings, press conferences, and other media events.
* Monitored ongoing foreign affairs issues and policy developments as they relate to the Department’s public affairs initiatives and advised Spokesman accordingly.

**Foreign Service Officer – U.S. Embassy Mexico City – January 2007 – January 2009**

* Supervised six Mexican investigators and liaised with U.S. agencies and Mexican government in fraud detection and prevention.
* Presented visa policy in outreach events to Mexican business leaders.
* Assessed the qualifications of 120 visa applicants daily in Spanish interviews.
* Received award for filming English/Spanish public diplomacy video on U.S. presidential election.

**Public Affairs Specialist – Bureau of Consular Affairs, Washington, DC – August 2005- January 2007**

* Drafted press guidance and releases for the State Department Spokesman’s use at the Daily Press Briefing, as well as regional bureaus and embassies worldwide on consular issues including visas, international adoption, and American hostages overseas.
* Responded on the record to inquiries from national and international media, such as the *New York Times, Washington Post*, CNN, etc., on the full range of consular issues.
* Managed media interviews for all senior Bureau officials, advising senior officials on public affairs policy and strategy and drafting talking points and background papers for the Assistant Secretary’s public outreach activities.
* Superior Honor Award for crafting public affairs strategy during the 2006 crisis in Lebanon.

**Operations Specialist – Operations Center, Washington, DC – March 2004 – August 2005**

* Briefed senior Department officials on current events, Department business, and content of the Secretary of State’s calls with foreign leaders.
* Wrote Afternoon and Overnight Briefs, Spot Reports, Morning Press Highlights, and memoranda of conversation for State Department principals and other bureaus.
* Initiated and received calls to/from the Secretary of State, Department officials, embassies overseas, ministries of foreign affairs worldwide, federal and local agencies, and the public.
* Superior Honor Award for Operations Center Team.

**Research Assistant**

**Education Statistics Services Institute/American Institutes for Research**

**March 2003-March 2004**

**Washington, DC**

* Wrote audience-specific web content for educators, parents, and researchers about the Department of Education’s National Assessment of Educational Progress (NAEP).
* Designed brochures, reports, and manuals to publicize the NAEP web site and assist site users.
* Crafted presentation proposals on the NAEP web site for conferences.

**Fulbright Scholar / Teaching Assistant**

**Université Libre de Bruxelles (Free University of Brussels)**

**September 2001-June 2002**

**Brussels, Belgium**

**Intern**

**United Nations High Commissioner for Refugees, EU Affairs Unit**

**April 2002**

**Brussels, Belgium**

**EDUCATION**

**Duke University, Durham, North Carolina**

**Bachelor of Arts in English and French and European Studies, May 2001**

* *3.9 GPA, Summa cum laude*, Phi Beta Kappa
* Study abroad: Université de Paris VII, Fall 1999-Spring 2000

**SPECIAL SKILLS AND TRAINING**

* Fluent French and Spanish
* State Department training in public diplomacy, media, public outreach, and leadership

**LAURA GOODCLIENT**

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**SUMMARY**

* 7+ years of research, writing, and communications experience, crystallizing complex issues for diverse audiences, including media, the public, and the highest levels of the U.S. Government.
* Media expert with a clear and nuanced understanding of current events and considerable experience crafting the right story for the right outlet and audience.
* Experience as a U.S. Government spokesperson, speaking on the record for media interviews, including with major outlets such as *The New York Times*, CBS, NBC, AFP, and FOX.
* Foreign policy expert with 3+ years of overseas experience, focusing on education, culture, immigration, and law enforcement.

**EXPERIENCE**

**NATIONAL SECURITY STAFF, EXECUTIVE OFFICE OF THE PRESIDENT Washington, DC**

***Duty Officer - White House Situation Room October 2010–July 2011***

* ****Drafted 120+ daily briefing papers for the President and the White House highlighting critical intelligence from military, homeland security, law enforcement, and diplomatic sources.
* Managed high security, sensitive communications between the President, Vice President, and National Security Advisor and their foreign counterparts.
* Communicated at the highest diplomatic level with over 75 foreign governments and embassies during the Arab Spring, the critical lead-up to Libya, the Japanese earthquake and tsunami, and the capture of Osama bin Laden.

**U.S. DEPARTMENT OF STATE (DOS) Washington, DC**

***Public Affairs Specialist – Bureau of Educational and Cultural Affairs February 2010–October 2010***

* Arranged and managed 30+ media interviews, and prepared and briefed high-level officials, including the Secretary of State, on key education and cultural topics.
* Developed the Bureau’s overall strategic communications plan, including establishing key goals such as making 50 pitches in national and local markets each month.
* Established and grew major partnerships with national and international media, as well as private-sector groups such as the Institute of International Education and Lincoln Center.
* Led the acquisition of two commercial PR databases of over 1.5 million contacts to improve and optimize outreach to Congress and specific media markets.

***Public Affairs Specialist – Bureau of Public Affairs January 2009–February 2010***

* Made timely, rapid-call recommendations to the DOS Spokesperson and other officials on delivery of complex and sensitive foreign policy messages, e.g. during the Haiti earthquake.
* Responded on the record to 100+ queries from national and international media, including *The New York Times*, CBS, NBC, AFP, and FOX, clarifying U.S. foreign policy positions.
* Tracked worldwide foreign affairs news and intelligence, and kept the Spokesman apprised of significant developments.

***Foreign Service Officer – U.S. Embassy Mexico City (Mexico) January 2007–January 2009***

* Led a team of investigators in analyzing U.S. passport and visa fraud and collaborated with U.S. law enforcement and the Mexican government to detect and prevent criminal abuse.
* Oversaw an intense field investigation involving 20+ rural Mexican towns to resolve eight contentious cases outstanding for several years.
* Assessed the qualifications of over 12,000 visa applicants in Spanish interviews.

***Public Affairs Specialist – Bureau of Consular Affairs August 2005–January 2007***

* Drafted 200+ pieces of State Department press guidance and releases, on hot-button issues including visas, international adoption, and American hostages overseas.
* Responded on the record to 100+ inquiries from major media outlets, including the *New York Times, Washington Post*, and Al Jazeera, and gave live television and radio interviews.
* Oversaw content for Travel.State.Gov, a site with more than 250 million page views and 1600 individual pages.

***Operations Specialist – Operations Center March 2004 – August 2005***

* Wrote 300+ briefs and reports for the Secretary of State, highlighting major news with foreign policy impact, such as the Indian Ocean Tsunami and the attacks on the Jeddah Consulate.
* Facilitated secure communications during the Secretary’s travel, logging more than 500 pieces of sensitive information on one trip alone.
* Briefed senior Department officials on current events, Department business, and content of the Secretary’s calls with foreign leaders.

**AMERICAN INSTITUTES FOR RESEARCH Washington, DC**

***Research Assistant******March 2003– March 2004***

* Created web content on the National Assessment of Educational Progress (NAEP) test results for diverse audiences such as educators, parents, and researchers.
* Designed brochures, reports, and manuals to publicize the NAEP web site and assist users.

**UNIVERSITE LIBRE DE BRUXELLES (FREE UNIVERSITY OF BRUSSELS) Brussels, Belgium**

***Fulbright Scholar / Teaching Assistan*t *September 2001–June 2002***

* Planned a syllabus and taught English in small group and lecture settings to over 600 first and second-year students at the second-largest university in Belgium.

**EDUCATION**

**DUKE UNIVERSITY**  **Durham, NC**

**Bachelor of Arts in English and French and European Studies, Summa Cum Laude May 2001**

* Phi Beta Kappa
* Study abroad: Université de Paris, 1999-2000

**ADDITIONAL INFORMATION**

* Awards: Superior Honor Awards, 2005 and 2006; Meritorious Honor Award, 2009
* Fluent French and Spanish
* TS/SCI Security Clearance

**Jason Goodclient**

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# PROFESSIONAL PROFILE

An information technology professional fully able of translating informatics theory into effective practice in diverse settings. Brings unique field experience applying sustainable information technology solutions to public health in international development. Capability to think, analyze and plan strategically. A self-motivated and confident team leader with demonstrated ability to effectively conceptualize, coordinate, execute and follow-up to achieve desired results.

* Information system design and development
* Project management
* Planning and proposal development
* Program design and implementation
* Data governance
* Data analysis and presentation
* Interpersonal communication and negotiation
* Programming skills: C#, VB.Net, SQL, VBA
* Language skills: English and German fluency, conversational Portuguese

# EXPERIENCE

**Centers for Disease Control** Maputo, Mozambique

*U.S. Centers for Disease Control and Prevention*

***Informatics Technical Advisor*** *8/2010- Present*

Job responsibilities

* Support and oversee United States Government PEPFAR funded health information projects in Mozambique working directly with CDC, USAID, Department of Defense, Mozambican Ministry of Health and the PEPFAR Coordinating Office to define, develop, monitor and steer health information systems
* Manage cooperative agreements with partners to strategize, prioritize and steer activities, define requirements and identify areas for collaboration with local and international organizations, Mozambican ministries, and other USG agencies and missions abroad
* Conduct business process analysis to identify needs and determine solutions to achieve objectives by means of systems design and development, process improvement or policy and standards development including the development of routine information systems for service delivery, national surveillance and reporting systems

Specific activities…

* Improved extensively the governance and quality of PEPFAR USG data and integrations of historical data into standardized format and database that is now used for trend analysis, research and program planning
* Responsible for moving Mozambique’s PEPFAR program management and reporting to DevResults, an innovative cloud-based project management system, providing staff direct access to live and historical program data and the tools needed for analysis and process flow for data submission approval
  + Developed the functional specifications for PEPFAR reporting within DevResults working closely with the development team and successfully recorded half a million data points from over 40 partners and over 400 indicators last year
    - DevResults is now subsequently being adopted in other PEPFAR countries
* Advise on commodities warehouse & logistics management information system
  + Prompted the “central tool” concept in Mozambique for a centralized database to interface with the LMIS installed throughout the country and am the USG representative on the steering committee for its development
  + Collaborating with counterparts in Zambia and Tanzania to capitalize on the OpenLMIS developments
  + Increase sustainability and host country ownership of USG investments in commodities by facilitating the involvement of a local institution to build capacity and provide technical expertise
* Actively work with the Ministry of Health in establishing information system standards and requirements and help in defining their certification process of electronic medical records and development of their certification tools
* Facilitate collaboration in the development of the Ministry of Health’s Human Resource Information System as an extension of the national system within the Ministry of Finance and Pubic Function
* Contributions to WHO’s country assessment tool on the uses and sources for human resources for health data
* Liaise with the software development company of Mozambique’s laboratory information system to further customize the product and provide further training to laboratory staff
* Facilitate complex business processes and define/develop tools for the job
  + COP - Country Operation Planning (TWIG & Agg Tool)
  + EA - Expenditure Analysis
  + S/APR PEPFAR results reporting
  + DfPM (CDC’s Data for Partner Monitoring)

Awards

* Eagle award in 2013: “For outstanding service to the PEPFAR Mozambique team in the area of data management for the PEPFAR program development”
* Franklin award in 2012: “For significant technical contributions in strengthening national surveillance systems to provide high quality data used in guiding and monitoring programming in PEPFAR and the Global Health Initiative”

**Hetras gmbh** Zell am See, Austria

*Leading edge company creating new generation hotel management and booking software for the hospitality industry*

***Project Manager and Business Analyst*** *2/2008- 8/2010*

* ****Development lead responsible for the development of the backend system (using WCF with C# and MS SQL Server) providing the core functionality including database and system architecture modules and technical specifications
* Managed 4 on-site and 9 outsourced developers consisting of 3 teams located in Austria, Ukraine and Romania
* Conducted business analysis and defined functional business requirements working directly with Product Management and coordinating with Quality Assurance teams
* Worked in collaboration with auxiliary C++ and Java teams in integrating backend functionality across platforms and interfacing to various 3rd party systems such as booking engines, revenue management systems and kiosk devices
* Established company development processes - creating documentation/coding guidelines and conducting code reviews

**Peace Corps** Guyana, South America

*USA funded aid organization for developing countries*

***Information Technology Specialist*** *5/2005 - 7/2007*

* Designed and implemented Guyana’s first electronic medical records system at a regional hospital including inventory management and disbursement of pharmaceuticals
  + Conducted needs assessment, analyzed and validated requirements, met with project stakeholders, Ministry of Health employees and system users
  + Created system documentation and drafted disaster recovery plans
  + Wrote grant proposals and managed budgets in excess of $44,000 USD
  + Developed using SQL Server 2000 back-end, an extensive Access VBA coded interface
* Consulted John Snow International and their sub-contractor contributing to the development of a supply chain and inventory management system used for Guyana’s national distribution and warehouse storage of pharmaceuticals
* Provided technical support for the on-site monitoring and evaluation of an HIV antiretroviral treatment program funded by USAID and implemented by Catholic Relief Services
* Worked in partnership with Initiatives Inc. to pioneer a pilot investigation of drug use patterns in regional health facilities in Region Seven, Guyana
* Developed curriculum and training materials and instructed members of the Ministry of Health and hospital staff in week long intensive Information Technology and Microsoft Excel courses

**Wire Machine Systems Inc.**Fort Wayne, IN USA

*International distributor for machines and parts in the wire industry*

***Systems Analyst & Database Programmer/Developer*** *7/2007- 12/2007*

* Enhanced functionality of company’s software application, including customer relations module
* Consulted on developments of company’s website

***Database Programmer/Developer & Computer Consultant (project-driven & as-needed basis)***  *6/2001 - 7/2007*

* Developed extensive Access 2002 database for warehouse inventory management and the tracking of customer and vendor transactions, national and international
  + Designed and coded comprehensive interface
  + Provided remote support through the use of a CITRIX server while working as an as-needed consultant

**Indiana University**Bloomington, IN USA

*One of the United States’ acclaimed institutions of higher education*

### **Computer Network & Programming Analyst** 9/2004 - 4/2005

* Assisted in the development and implementation of iOffice, a Java based program used to manage international student information and synchronize data between university and government databases.
* Developed ColdFusion components to integrate with iOffice.
* SQL Server 2000 database management and development.
* Developed VB.Net front-end for displaying and managing extensive user account permissions.
* Presented and deployed iOffice at IU and several branch campuses.
* Created web based registration system using ColdFusion and directed collaboration efforts between departments in registration process.

### **Macintosh HD:Users:Clare:Desktop:Careerly:Design and logos:careerly-final copy.pngSystems Administrator** 8/2002 - 9/2004

* Led the design and development of an online departmental registration database for the university’s internal mail service used to increase accountability and track the movement of university funds.
* Developed mobile interface to allow secured database access via Blackberrys.
* Developed and maintained custom built web and database applications for 21 university departments using an assortment of technologies and programming languages including VB.Net, SQL, ASP, JavaScript and HTML.
* Managed Windows 2000 file server, Active Domain Service, SQL Server 2000 and IIS 6.0 Web Server.
* Maintained network security, connectivity and provided support for computer, server, email, application, web and database services.

# EDUCATION

**Purdue University** West Lafayette, IN USA

1997 -2002

* Bachelors Degree in Computer Technology
* Associates Degree in German
* Coursework in Business Management and Organizational Leadership
* Member of Purdue’s Association of Information Technology Professionals

**Albert-Ludgwigs-Universitat** Freiburg, Germany

1999-2000

* Academic year abroad
* Studied Germanistik (Germanic Studies)

**Jason Goodclient**

1234 Street Address • City, State 12345 • 202-XXX-XXXX • [JasonGoodclient@gmail.com](mailto:JasonGoodclient@gmail.com)

# SUMMARY

* A results-driven health professional in both management and development of health-related programs with extensive knowledge of health information systems
* Exceptional technical and analytical skills with 15+ years of significant work experience across diverse settings and industries including warehouse and logistics, health, international development and hospitality
* Unique field experience applying sustainable information technology solutions to public health in international development; worked with a wide array of institutions in South America, North America, Europe, and Africa
* A confident team leader with demonstrated ability to effectively strategize and execute to achieve results; have managed three international teams in 3 countries concurrently

# EXPERIENCE

**Centers for Disease Control** Maputo, Mozambique

*U.S. Centers for Disease Control and Prevention*

***Informatics Advisor*** *8/2010 - Present*

* ****Lead informatics advisor on a portfolio of 20+ United States Government funded health information projects working directly with senior and technical staff at CDC, USAID, Department of Defense, and the Mozambican Ministry of Health
* Define, develop, and monitor complex health information systems, under the President’s Emergency Plan for AIDS Relief (PEPFAR), a $260 million health program to fight HIV and AIDS
* Key advisor on a new Logistics Management Information System tracking over $100 million worth of pharmaceuticals across Mozambique; principle USG representative on the steering committee for its development
* Advised the Ministry of Health in establishing information system standards and requirements and assist in defining their certification process of electronic medical records and assessment tools.
* Improved extensively the program management capability, data governance and the reporting processes for the USG mission through migration to DevResults, an innovative cloud-based project management system
* Developed the specifications and functional business requirements for PEPFAR (President’s Emergency Plan for AIDS Relief), successfully recording half a million results with over 400 data points from 40 partners
* Manage half a dozen cooperative agreements, average size $20-30 million; includes defining systems requirements, and prioritizing areas for collaboration with Mozambican ministries and other USG agencies and missions.
* Contributed to a major World Health Organization country assessment tool on human resources for health by helping identify key data elements and a strategy for launching the national health HR system.
* Recognized for outstanding service; received USG mission awards in 2012 and 2013 for significantly strengthening the national surveillance systems to provide higher quality data to organizations such as the USG and the U.S. Congress.

**Hetras gmbh** Zell am See, Austria

*Leading edge company creating new generation hotel management and booking software for the hospitality industry*

***Project Manager and Business Analyst*** *2/2008 - 8/2010*

* Technical lead responsible for development of the core system including architecture design and technical documentation
* Managed 4 on-site and 9 outsourced developers consisting of 3 teams located in Austria, Ukraine and Romania
* Conducted business analysis and defined functional requirements and process flow working directly with Product Management and Quality Assurance teams located at headquarters
* Collaborated with auxiliary development teams to integrate backend functionality across platforms and interfacing with third party systems, such as booking engines, revenue management systems, and kiosk devices
* Conducted code reviews and created extensive coding guidelines and other technical documentation for developers and software testers to ensure optimal functionality

**Peace Corps** Guyana, South America

*USA funded aid organization for developing countries*

***Information Technology Specialist*** *5/2005 - 7/2007*

* Designed and implemented the country’s first electronic medical records system at a regional hospital for 30,000+ patients and doctors; included needs assessment, inventory management, and disbursement of pharmaceuticals
* Wrote grant proposal and secured funding of $44,000 from the U.S. Department of State; managed disbursement of funds and led major purchasing decision on computer equipment and network infrastructure for the hospital
* Worked across 5 global organizations, including John Snow International, to (i) create a national system for distribution and storage of pharmaceuticals, and (ii) to pioneer a pilot project investigating drug use patterns in regional hospital
* Developed curriculum and training materials and instructed members of the Ministry of Health and hospital staff in week long intensive information technology and spreadsheet skills courses.

**Wire Machine Systems Inc.**Fort Wayne, IN USA

*International distributor of machines and parts in the wire industry*

***Systems Analyst & Developer (project-driven & as-needed basis)*** *6/2001 - 12/2007*

* Developed database for warehouse inventory management which tracked national and international customer and vendor transactions in machinery, parts, and services worth $10million+
* Provided remote support through the use of a CITRIX server – build this out two sentences

**Indiana University** Bloomington, IN USA

*One of the United States’ acclaimed institutions of higher education*

### **Computer Network & Programming Analyst** 9/2004 - 4/2005

* Helped develop iOffice, a Java based program that manages international student information and synchronizes data between the university and the U.S. Government’s Student and Exchange Visitor Program.
* Deployed iOffice at India University and two branch campuses; involved presentation, training, and installation xxxxxjafhsjsbfjsbf jsdjasbfsnf
* Created a web based student registration system for 1000+ students and coordinated information between X university departments during the registration process

### **Systems Administrator** 8/2002 - 9/2004

* Developed and maintained custom built web and database applications for 20+ university departments using an assortment of technologies and platforms
* Led design and development of a web-based departmental registration system for the university’s internal mail service used to increase accountability and track the movement of university funds
* Managed file servers, Active Domain Service, SQL Server and IIS Web Server - complete sentence to end.

# EDUCATION

**Purdue University** West Lafayette, IN USA

*1997 -2002*

* Bachelor of Science in Computer Technology
* Associates Degree in German and coursework in Business Management and Organizational Leadership
* Academic year abroad at Albert-Ludwigs-Universität in Freiburg, Germany (1999-2000)

# ADDITIONAL INFORMATION

* Programming skills: C#, VB.Net, SQL, VBA
* Language skills: bilingual English and German; conversational Portuguese

**CHANTAL GOODCLIENT**

**1234 Street Address**

**City, State 12345**

ChantalGoodclient@gmail.com

**Work Experience**

**Global Fund Advisor**

U.S. Centers for Disease Control and Prevention August 2010-present Mozambique

* Monitor a $140 million portfolio of Global Fund HIV, TB, and Malaria grants to government and civil society grantees
* Ensure grantee compliance with Global Fund requirements in financial, procurement and reporting regulations
* Provide policy advice to CDC and USAID leadership on the policy directives in working with the Global Fund

****Specific Duties Include:

* Provide technical and strategic support to the Ministry of Health in the reform of the pharmaceutical management system and compliance with Global Fund requirements and standards for the procurement, distribution, and reporting of use of medicines
* Coordination of PEPFAR and other U.S. government TB and Malaria programs in health commodities and HSS activities with Global Fund investments
* Monitor and track procurement of key commodities funded by the Global Fund (ACTs, RDTs, anti-TB, ARVs, RTKs)
* Activity manager of Global Fund activities in USAID funded Deloitte health systems strengthening FORSSAS project
* Review of USAID project proposals for programmatic compliance of solicitations and technical fit of proposals
* Provide strategic guidance to the design and implementation of project proposals to the Global Fund and technical guidance in quality control of program interventions
* Conduct site visits to Global Fund grantees and review of assessments on the implementation of program activities including HIV and malaria prevention activities, health system strengthening initiatives, and pharmaceutical management
* Facilitate communication between Global Fund and the U.S. government as it pertains to the planning and implementation of Global Fund initiatives
* Represent the U.S. Government in government, bilateral and multilateral forums as it relates to the Global Fund

**Consultant, USAID PEPFAR Partnership Framework and Country Operational Plan**

United States Agency for International Development July 2009-Feb 2010 Mozambique

* Provided strategic direction in the coordination and consolidated input from PEPFAR team and the Government of Mozambique in the development of the 5 year strategic USD $1.2 billion Partnership Framework and Implementation Plan documents for HIV prevention, treatment, and care
* Represented the U.S. government in the development of the Mozambique National HIV Strategic Plan with the National AIDS Council and ensured alignment with the Partnership Framework
* Provided strategic guidance, technical support and editorial assistance in the development of the FY 2010 Country Operational Plan (COP)
* Managed documentation flow and communication amongst team members for the development of the FY 2010 COP

**HIV Program Specialist**

United Nations Population Fund July 2007-September 2008 Mozambique

* Interim HIV team leader coordinating and managing technical, administrative, and programmatic support to national sexual and reproductive health program
  + duties included: managing a portfolio of USD $4 million, supervising a team of 6 people and coordination of team inputs into strategic documents, reporting to donors, and representing the HIV team in government and partner meetings
* ****Financial, administrative, and programmatic management of HIV program for youth and adolescents and management of project funds designed to strengthen country capacity totaling USD $1 million
* Provided policy and technical advisory support to UNFPA, National AIDS Council, and three line Ministries-Health, Education & Culture and Youth & Sports in the development, planning, implementation, monitoring and evaluation of the national Adolescent Sexual and Reproductive Health program
* Coordination of UN HIV prevention response (UNFPA, ILO, UNAIDS, UNESCO, UNICEF) and development of joint programs between 5 agencies, technical support to national prevention reference group chaired by the Minister of Health, and lead of UN prevention working group

**HIV/AIDS Specialist**

Canadian International Development Agency October 2004-June 2007 Mozambique

* Provided technical backstopping, including the supervision and monitoring of, CIDA funded HIV/AIDS initiatives totaling CAD $4 million
* Provided technical input and expertise into HIV prevention and care interventions and development of key strategic documents within the National AIDS Council and Ministry of Health programs
* Monitored, evaluated, and reported on HIV/AIDS and Health commitments and initiatives through bi-lateral agreements with the National AIDS Council and Ministry of Health totaling CAD $10 million
* Identified key relevant HIV/AIDS and health issues to raise in policy dialogue and/or advocacy within CIDA, with government counterparts, other donors, NGOs, and executing agencies

**HIV/AIDS Advisor**

Save the Children UK March 2003-September 2004 Mozambique

* Designed and managed a portion of the USD $1.5 million USAID funded rural community-based HIV prevention and community care project
* Provided management support and technical guidance to a team of 5 people focusing on ensuring linkages between facility level and community level services to ensure the continuum of patient care
* Contributed to the development of SC’s strategic direction in Mozambique and Southern Africa, and decision-making as part of senior management team
* Collaborated with local and national government departments responsible for HIV/AIDS programs
* Provided technical support in the strategic development of programs at national and provincial level
* Developed project proposals for donor funding, and reports on HIV prevention, home based care, OVC interventions

**Independent Researcher**

****Consultant October 2002-March 2003 Mozambique

* Designed quantitative and qualitative study frameworks for research in the area of HIV/AIDS and orphans and vulnerable children
* Supervised teams ranging from 5-30 research coordinators, supervisors, and assistants in field work
* Trained research assistants in data collection methodologies and ethical considerations in data collection
* Analysed final data collected from the field work and authored final reports
* Developed monitoring and evaluation frameworks

**Pharmaceutical Technician**

NeighborCare Pharmacy January 2001-December 2001 New Jersey, USA

* Facilitated public-private partnerships through the donation of thousands of medications to developing countries
* Dispensed medical prescriptions in a large pharmacy serving over 1000 nursing home patients
* Ensured quality control of medications dispensed
* Composed compounds of medications upon order

**Clinic Manager**

ADPP January 2000-December 2000 Mozambique

* Managed a medical clinic serving a rural community
* Attended to emergency medical situations and facilitated access to more advanced medical care when needed
* Developed relationships with local authorities to ensure access to medical care for patients
* Maintained budget, stock control and purchasing of medications
* Conducted bi-weekly meetings with the physician to discuss the trends in patient necessities
* Generated reports detailing the current health issues and possible interventions to address them
* Fundraised medical supplies and medical reference materials

**Education**

**Master of Public Health in International Health and Development**

Tulane University

School of Public Health and Tropical Medicine

New Orleans, USA

*May 2003*

**Honours Bachelor of Arts**

University of Toronto

Toronto, Canada

*May 1999*

Graduated with distinction

****

**Languages**

**English:** native tongue

**Portuguese:** Fluent spoken, reading, and listening proficiency and intermediate written

proficiency

**French:** Basic spoken proficiency, intermediate reading and listening proficiency

**Publications**

*Baseline Study on the Integrated HIV/AIDS Network in Mozambique,* (CARE, February 2003)

*Monitoring and Evaluation Framework for the Integrated HIV/AIDS Network in Mozambique (*CARE, February 2003)

*Analysis of Data Collection-Orphans and Vulnerable Children Study,Morrumbala, Mozambique (*Save the Children UK, March 2003)

*Local NGO Capacity Study-Inhambane, Mozambique* (AMREF, December 2002)

*Economic Feasibility Study: Orphans, Widows, and PLWHA in Mozambique* (AMREF, November 2002)

*Study on Knowledge, Attitudes, Perception, and Behavior Related to HIV/AIDS in Mozambique (*AMREF, November 2002)

**Trainings and Conferences**

“Advocacy for Psychosocial Support to Orphans and Vulnerable Children”, March 2003

“Southern African Gender Mainstreaming Symposium” April 2005

“Health Sector Reform and Sustainable Financing” October 2006

**Chantal Goodclient**

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# SUMMARY

* International development specialist with 12+ of experience in public heath, HIV, tuberculosis (TB), malaria, pharmaceutical management, and optimizing health systems.
* Highly skilled at building strategic partnerships across governments, NGOs, and donors; over a decade of experience advising and providing technical direction to senior officials on complex policy issues.
* Significant experience overseeing multi-million dollar health programs and managing teams of technical staff in achieving results and meeting critical targets in a high pressure and internationally complex environment.

# EXPERIENCE

**U.S Centers for Disease Control and Prevention (CDC) Maputo, Mozambique**

***Public Health Advisor August 2010 - Present***

* Senior advisor overseeing a $140 million portfolio of Global Fund HIV, tuberculosis (TB), and malaria grants to the Mozambique Ministry of Health and civil society recipients.
* Lead the effort, working diligently with the Ministry of Health, to ensure the distribution $200 million worth of critical HIV, TB, and malaria medical products and diagnostics.
* ****Lead, facilitate, and manage PEPFAR HIV ($260M/year), TB (5M) and Malaria ($30M) programs in prevention, strengthening health systems, and distribution of drugs.
* Manage staff of six technical specialists; includes designing individual and team work plans, setting priorities, monitoring progress against agreed milestones, and performance management.
* Provide expert policy advice to the U.S. Ambassador to Mozambique and senior mission leadership on communication and policy dialogue with the Global Fund.
* Provide strategic input to the design and implementation process for over a dozen Global Fund project proposals – average size $200 million – including technical guidance and quality control.
* Represent the U.S. Government in bilateral and multilateral forums as it relates to the Global Fund and ensure grantee compliance with Fund requirements- financial, procurement and reporting.
* Recognized for consistent and exceptional performance; received the *Award for xxxx* in 2011.

**United states agency for international development (USAID) Maputo, Mozambique**

***Consultant, USAID PEPFAR Partnership Framework and Country Operational Plan July 2009-February 2010***

* Provided critical strategic direction to the PEPFAR team and the Government of Mozambique in the development of the US$1.2 billion Partnership Framework and Implementation Plan on HIV prevention, treatment, and care.
* Served as the U.S. government representative to the discussions on the Partnership Framework; included working to build consensus across various donors and stakeholders such as the National AIDS Council.
* Provided strategic input and technical support to implementing the Partnership Framework; drafted the FY 2010 Country Operational Plan (COP) and ensured alignment between the objectives of the COP and the Framework.

**United nations population fund (UNFPA) Maputo, Mozambique**

***HIV Program Specialist July 2007 – September 2008***

* Senior international staff, often regularly in for the Deputy Director; represented the U.N. at official events with high- level government leaders and managed an office of 34 technical, administrative, and logistics staff.
* HIV team lead; managed portfolio of USD $4 million, supervising a team of 6 and overseeing preparation of all strategic documents and donor reports.
* Provided policy and technical advice on the National Adolescent Sexual and Reproductive Health progra**m** to the Ministries of Health, Education, and Youth and Sports.
* Chaired the United Nations HIV prevention working group; coordinated among five key U.N. agencies (UNFPA, ILO,UNAIDS, UNESCO, UNICEF) and led the collective prevention response and joint programming.

**Canadian international development agency (CIDA)Maputo, Mozambique**

***HIV/AIDS Specialist* *October 2004-June 2007***

* Senior HIV technical advisor overseeing CAD $4 million and CAD $10 million of HIV/AIDS programs with NGOs and government agencies (e.g. National AIDS Council and Ministry of Health) respectively.
* Provided expert technical advice on HIV prevention and care interventions to the National AIDS Council and Ministry of Health.
* Identified and advised the Canadian High Commissioner and Senior Embassy staff on the most relevant HIV/AIDS and health issues that they should address within CIDA and with government counterparts.

**Save the children UK****Maputo, Mozambique**

***HIV/AIDS Advisor* *March 2003-September 2004***

* Senior manager supervising a team of 5 technical staff and managing a portion of a USD $1.5 million USAID funded rural community-based HIV prevention and community care project.
* Provided technical support to the strategic development of programs at national and provincial level for orphans and vulnerable children affected by HIV/AIDS.

**Independent Researcher Maputo, Mozambique**

***Consultant*   *February 2002 – March 2003***

* Lead researcher, supervisor, trainer and data analyst on quantitative and qualitative studies of HIV/AIDS, covering both adult populations and vulnerable children.

**NeighborCare Pharmacy Moorestown, NJ, USA**

***Pharmaceutical Technician January 2001-September 2001***

* Dispensed medical prescriptions and ensured quality control of medicines in a large pharmacy serving over 1000 nursing home patients.

# EDUCATION

**Tulane University, School of Public Health and Tropical Medicine** New Orleans, LA  
Master of Public Health in International Health and Development *September 2001-May 2003  
Areas of Focus: Policy and Management*

**University of Toronto** Toronto, Canada  
Bachelor of Arts *September 1996-June 1999*

*Major: Buddhism; Graduated with Distinction*

# ADDITIONAL INFORMATION

* Language skills: bilingual English and Portuguese, conversational French
* Studies and technical analyses:

*-Baseline Study on the Integrated HIV/AIDS Network in Mozambique,* (CARE, Feb 2003)

*-Monitoring and Evaluation Framework for the Integrated HIV/AIDS Network in Mozambique (*CARE, Feb 2003)

*-Analysis of Data Collection-Orphans and Vulnerable Children Study, Mozambique (*SC UK, March 2003)

*-Local NGO Capacity Study-Inhambane, Mozambique* (AMREF, Dec 2002)

*-Economic Feasibility Study: Orphans, Widows, and PLWHA in Mozambique* (AMREF, Nov 2002)

**CHRISTOPHER GOODCLIENT** 1234 Street Address

202- XXX - XXXX City, State 12345

christophergoodclient@gmail.com

Objective Seeking the position of Assistant Controller

Experience

2009 – Present **B. F. Saul Company, Bethesda, Maryland**

Project Accountant, Hotel Division

* AP processing
* Coordinate with property Controllers regarding GL/AP issues
* Manage month end close procedures for 8 properties to include accruals for monthly expenses and payroll
* Monthly general ledger review and correcting entries
* Monthly balance sheet reconciliations
* Process weekly payroll journal entries for 19 properties
* Prepare and file Sales and Use Tax returns monthly
* ****Prepare Personal Property list and returns for all 19 properties and manage rules and due dates for three states and several counties

2007 – 2009 **B. F. Saul Company, Bethesda, Maryland**

Project Accountant, Construction and Development Department

* AP processing
* Collaborated with Construction Manager on budgets and projected costs
* Job costing to include reconciliation and variance analysis
* Monthly forecasting of a $66 million development job in order to report final cost projections to senior leadership
* Collaborated with Construction Manager, General Contractors, Architects, Engineers, etc. to ensure contract adherence and accurate and timely recordation of work in place
* Managed loan disbursements from lender to include loan draw preparation and follow-up with bank to insure prompt receipt
* Daily cash management

2005 – 2007 **Holiday Inn Rochester Airport, Rochester, New York**

Accounting Specialist

* Managed the accounts receivable ledger and bad debt
* Researched and resolved credit card charge disputes
* Coordinated yearly department budgets
* Trained front desk staff in cash management policy
* Corresponded with property owner and owner’s accountant regarding financial statements

2004 – 2005 **Holiday Inn Rochester Airport (B. F. Saul), Rochester, New York**

Guest Service Representative

2000 – 2004 **The Original Rick’s Prime Rib House, Rochester, New York**

Assistant Manager

Education

May 2010 **University of Maryland Eastern Shore**

Bachelor of Science, Hotel and Restaurant Management

Volunteer Experience

2004 – 2006 **Camp Good Days and Special Times, Rochester, New York**

Camp Counselor

2004 – 2006 **Monroe Community College, Rochester, New York**

Vice President, Hospitality Club

Honors and Accomplishments

2010 **Eta Sigma Delta:**

International Hospitality and Tourism Management Honor Society

2004 & 2005 **Rochester Hotel Association**

**** Scholarship Recipient

References Available Upon Request

CHRISTOPHER GOODCLIENT

1234 Street Address |City, State 12345|202-XXX-XXXX| christophergoodclient@gmail.com

SUMMARY

* Experienced accountant with close to a decade of accounting and finance experience in mid to large size companies across real estate, hotel, and, construction industries.
* Eight years of hospitality experience across a wide range of properties from luxury to mid-size and full service to select service.
* Technical expertise in very specific areas such as furniture, fixtures, and equipment (FF&E) lists and personal property tax filings.

EXPERIENCE

**B. F. SAUL COMPANY Bethesda, MD**

**Project Accountant, Hotel Division Jun 2009 – Present**

* Principle accountant on six to eight large full and select service hotel properties with a combined operating budget of $30million+.
* ****Lead analyst on monthly general ledger reviews, including balance sheet reconciliations, for key full service properties under IHG, Hilton Worldwide, and Marriott International brands.
* Selected to lead the company-wide effort to automate the Accounts Payable (AP) system, including designing a dozen workflow diagrams outlining the new AP approval process.
* Prepared FF&E lists and filed personal property returns for 18+ properties across three states, including tracking changes on multi-million dollar capital improvements.
* Managed payroll registers for over 1200 employees across 18+ properties.

**B. F. SAUL COMPANY Bethesda, MD**

**Project Accountant, Construction And Development Department May 2007 – Jun 2009**

* Principle accountant on a Class A LEAD certified $127 million development project; including responsibility for reporting final cost projections to senior leadership.
* Job costing and project expense forecasting, reconciliation, and variance analysis for key capital improvement and development projects.
* Worked with a complex array of construction managers, general contractors, architects, and engineers to ensure adherence to budgets, projected costs, and other contractual obligations.
* Managed lender relationships with large financial institutions such as Metlife, including maintaining loan requirements, loan disbursements from lender, and loan draw preparations.

**HOLIDAY INN ROCHESTER AIRPORT Rochester, NY**

**Accounting Specialist Dec 2005 – Mar 2007**

* Property accounting specialist for 180-room Intercontinental Hotel Group property
* Managed the city ledger (and bad debt) on $30,000+ maintaining a strict 60-day aging policy.
* Researched and resolved 300+ credit card charge disputes, successfully defending 80% of claims, and saving the company $50,000+ to the bottom line.
* Worked across multiple departments to develop an accurate portrayal of revenue and expense to produce a final yearly budget for the property.
* Trained front desk staff in cash management policy maintaining a 10,000 petty cash bank. Managed 15 individual banks ranging from $200 to $1100.
* Prepare and file Sales and Use Tax returns monthly. Have exemption for clients like University of Rochester and many non-profits like United Way.

**HOLIDAY INN ROCHESTER AIRPORT Rochester, NY**

**Guest Service Representative Jul 2004 – Dec 2005**

* Managed the long-term stay of large groups often exceeding 100+ guests, including arrival logistics, group room lists, and coordinating off-site meetings.
* Spearheaded conversion from old system to new Opera property management system; learnt both front and back office, including rate package development.
* ****Oversaw the sales tax exemption for all guests with exemption status assuring requirements were met for final sales tax return.

**The Original Rick’s Prime Rib House Rochester, NY**

**Assistant Manager Jan 2000 – Jul 2004**

Education

**University of Maryland Eastern Shore Rockville, MD**

**May 2010**

* Bachelor of Science, Hotel and Restaurant Management
* As part of practical training worked with Campus kitchen over all 9 semesters

VOLUNTEER EXPERIENCE

2004 – 2006 Camp Good Days and Special Times, Rochester, New York

Camp Counselor

2004 – 2006 Monroe Community College, Rochester, New York

Vice President, Hospitality Club

HONORS AND ACCOMPLISHMENTS

2010 Eta Sigma Delta: International Hospitality and Tourism Management Honor Society

2004 & 2005 Rochester Hotel Association Scholarship Recipient

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