

Education

B.S.W. Social Work, 1984
George Mason University

**Present
Position**

Director of Administration, edCount, LLC
2010 – present

Provides operational management and day-to-day organizational support. Improves processes and policies by managing technology and infrastructure. Defines and implements procedures for information retention, protection, and transfer. Oversees general accounting, including accounts payable/receivable and payroll; monitors costs, managing financial obligations and assets; creating policies and procedures to establish reporting systems. Supervises staff workloads, including those of research associates and research assistants; manages staff recruitment, orientation, training; manages performance appraisals of staff. Provides support on proposals and requests for information. Leads long-term organizational planning.

**Professional
Experience**

Administrative Manager, Partner, Nareka LLC, Clinton, CT and Alexandria, VA
1994 – 2010

Provided professional media consulting services to corporate and small business clients; created comprehensive media campaigns which included presentations, sales tools, and websites; created online training for resale and internal training; established office systems: bookkeeping, ecommerce, telephony and IT; prepared monthly job cost reports and P&L statements using both QuickBooks and Excel; supervised design teams; interfaced with clients and developed strong working relationships fostering additional business; used QuickBooks reports to evaluate capital expenditures and revenue potential; coordinated travel and conferences; set up and staffed trade show exhibit; wrote “how to” manuals for online training programs; business plans, marketing reports and proposals; collaborated on design, managed production team.

Independent Contractor, Various Small Businesses
1994 – 2010

Assisted in business relocation; assisted small companies in transitioning from double entry bookkeeping systems to computerized bookkeeping systems; advised on and established office systems including bookkeeping, ecommerce, telephone and intranet; wrote business development plans; planned and implemented internet marketing plans.

Office Manager, Business Management Research Associates, Fairfax, VA
1992 – 1994

Managed office relocation from Arlington to Fairfax; coordinated build out and installation of all office systems; developed their first policies and procedures manual: interviewed company principals to determine what procedures were in place but not documented, created the document, and developed procedures where there were none in place; supervised bookkeeper, course development assistant, and administrative assistant; set up and managed temporary field offices around the country; supervised five seasoned business management experts on Federal Transit Authority Management Review panels and compiled and edited assessment reports.