

SUMMARY OF QUALIFICATIONS

- Organizational analyst with expertise in assessing organizational procedures and developing strategies for standardizing policies, streamlining operations, improving outreach and reducing costs.
- Eight years experience designing and developing culturally appropriate Training of Trainers programs for managers of Microfinance Institutions and Technical Assistance providers.
- Author and coordinator of over 20 training manuals using experiential learning and participatory approaches to monitoring and evaluation.
- Eight years experience living and working in academia and development organizations in 15 countries in Latin America, Africa and Europe.
- Fluent in Spanish (speaking, writing, reading, and business), highly proficient in German, high comprehension of Portuguese and experience editing in English and Spanish.

PROFESSIONAL EXPERIENCE

Echange LLC, 1999 – present

Washington, D.C.

Co-founder, Training and Organizational Development Consultant

(International consulting firm providing information technology, training, and organizational development services to Microfinance and Microenterprise Institutions, donor agencies and private sector partners.)

- Design, develop, and manage a two-year e-Learning technology project financed by the Inter-American Development Bank to improve staff training in the microfinance industry.
- Assess the supply and demand of training services in the Microfinance and Microenterprise industry of various countries, and create strategic training plans, partnerships and curricula.
- Evaluate the organizational policies and procedures of Microfinance and Microenterprise Institutions to identify areas for improving institutional and human capacity.
- Lead research and implementation of company partnerships, business opportunities, and marketing initiatives.

World Education, 1999 – 2001

Boston, MA

Program Officer, Southern Africa Division

(International non-governmental organization promoting literacy, non-formal education, micro-enterprise, health and other initiatives to alleviate poverty and hardship primarily in developing countries.)

- Managed field and home-office finances, budgeting, monitoring, evaluating, and reporting for \$1.5 million in USAID funding.
- Trained South African technical assistance providers in participatory methods of training, outreach improvement, and cost reduction.
- Analyzed and wrote training materials for managers of Microfinance Institutions, facilitators of business development services and microentrepreneurs.
- Researched and developed proposals for securing income flow and project continuation in southern Africa.

ACCION International, 1996 – 1999

Boston, MA

Senior Associate, Training and Development, Latin American Operations

(Private, not-for-profit organization dedicated to providing microfinance services to a network of 25 organizations in fourteen countries in Latin America and the U.S.)

- Served as team-leader of a two-year, \$125 K project of systemization and policy development in organizational development, including budget tracking and writing donor reports.
- Researched and developed training materials for human resource managers in Latin America. All materials were prepared in Spanish and included: *Training Curriculum Development, Training of Trainers, Training Impact Evaluation, and Transference of Learning to the Workplace.*
- Designed and managed training needs assessments, implementation, and evaluations.
- Facilitated workshops in Spanish for thirty colleagues, including CEO and Vice President focussing on the role and importance of training as a consulting service.

Training Consultant

La Paz, Bolivia

(Joint initiative in Microfinance Development with Banco Solidario, S.A., funded by USAID.)

- Facilitated formation of institutional capacity building team, including design and delivery of workshops on adult education, experiential learning, and teamwork.
- Developed training materials for facilitators in thirty-two agencies in five cities.
- Provided guidance to the analysis team in the documentation of micro-credit instrumentation procedures.

Office of International Studies; Northern Arizona University, 1992-1995

Flagstaff, AZ

Universität Tübingen,

Tübingen, Germany

Cross-cultural Trainer and Advisor

- Designed and delivered pre-departure, ethnic diversity, health, and safety issue training for domestic and international students
- Recruited students and professors for language programs in Europe, and Latin America.
- Assisted director in new business development.

EDUCATION

Master of International and Intercultural Management

School for International Training, Brattleboro, VT.

October 1998

Thesis: Empowering Those who Empower Others: Human Resource Training in Microfinance Institutions.

Postgraduate studies in German Language and Culture

Karl Eberhardt Universität Tübingen, Tübingen, Germany

1994-1995

Bachelor of Arts in Spanish

Northern Arizona University, Flagstaff, AZ

1993

Study Abroad

Universidad de Granada, Granada, Spain

1992

TECHNICAL SKILLS

Windows, Internet, Microsoft Word, Excel, PowerPoint, Access, Claris Impact, Page Maker