

Dorothy I. Brown

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Summary of Qualifications

strategic planning & implementation | relationship management | fundraising | business development | brand management | process transformation | logistics oversight | resource & performance management | training

Accomplished **Chief of Staff and Communications Strategist with Law Degree**. Program and project management background in nonprofit/philanthropy, corporate and public sectors. Demonstrated success leading and motivating large teams. Analyze and resolve complex challenges: identify priorities, create clarity, guide tactics, and increase organizational effectiveness. Craft and deliver strategic communications and media plans; translate technical language into messaging to engage stakeholders. Experienced public speaker. Held Top Secret security clearance. Member of Acme Bar Association. Proficient in design, project collaboration, and social media tools.

Professional Experience

- 2018 – Present COMMUNICATIONS CONSULTANT – Washington, DC
- Verify social media posts for \$7 billion global social media network firm. Evaluated 3,000 posts, to date, for community standards violations and source legitimacy.
- 2018 STATE BOARD OF EDUCATION CAMPAIGN: CANDIDATE JANE DOE – City, State
Campaign Manager
- Managed all aspects of campaign, winning race by largest margin ever. Recruited and oversaw 120 volunteers to generate grassroots support. Cultivated relationships and collaborated with contacts to organize meet and greets, fundraisers, and other formal events, raising \$25,000 (most funds in history of Ward seat).
 - Administered budget and targeted Facebook media buys. Secured local media coverage and *Washington Post* endorsement.
 - Delivered cohesive branding strategy: “look and feel” of all campaign materials and candidate’s presentations, messaging, style guide, logo, and brand compliance.
 - Devised and guided marketing communications strategy. Identified opportunities and hot-button issues to edit candidate’s platform for policy and political optimization.
 - Developed content and designed and managed campaign website: attained reach of 29,000 impressions. Created social media strategy and oversaw delivery, garnering more than 1000 followers from Twitter hashtags and Facebook page and online events.
 - Authored materials and prepared training approach for volunteers and spokespersons.
- 2015 – 2017 PERSONAL CARETAKER – City, State
- Took professional leave of absence to manage care of terminally-ill parent.
- 2010 – 2014 ACME BUREAU – City, State
Chief of Staff to CIO and Technology & Innovation Team (Term Appointment)
- Hired to co-develop Bureau’s organizational structure with former Secretary of Technology for the state Governor John Doe and political partners. Managed relationships. Administered \$22 million budget.
 - Advised CIO about operational strategy and HR needs. Supervised front-office staff supporting 200 people. Created confidential, trusted reporting mechanisms (e.g., solutions-based dashboard) to inform CIO about staff issues and management concerns. Provided recommendations to resolve conflicts.
 - Collaborated with and briefed diverse stakeholders: reporters, nonprofit privacy controls groups, and other agencies. Forged inter-agency partnerships to advance technology practices in financial institutions.

- Formed Investment Review Board; led to Bureau's technology portfolio and project management procedures. Coordinated with policy teams to identify signature regulatory initiatives, as required under Dodd-Frank Act; developed schedule of tech projects.
- Initiated collection processes and designed call center for complaints on banking and other regulated financial products. Responded to 294,400 consumer complaints; wrote 500 complaint narratives. Companies responded to 93% of complaints and closed 90%.
- Crafted first agency Open Source Code Policy for technology products.
- Established four-person social media team; created internal clearance process for responses on Twitter, Facebook, Tumblr, and YouTube.
- Created and oversaw the entire procurement process for major government contracts worth up to \$25 million and personally managed \$13 million contract.
- Spearheaded Technology Team hiring strategies (e.g., writing position descriptions, screening methods and resource planning), onboarding, and training. Provided career path development: mentoring to ensure sufficient supports and workforce development such as creating Technology Fellows program, first of its kind.
- Established and managed unique communication methodologies for entire Bureau, including developing strategy for Intranet site. Worked with firm to generate logo, brand guidelines, and external print/online materials for public audiences.
- Issued monthly reports to entire team and Bureau management about progression of projects; identified barriers and recommended solutions.
- Addressed effective communication/performance management to 200-plus staff, regularly.

2009 – 2010

ACME DEPARTMENT – RESEARCH, ECONOMICS & EDUCATION – City, State
Counselor to Director of [Name Removed] (Political Appointment)

- Served as primary legal advisor to Under Secretary and Director about waivers, ethics, policy and laws to establish new agency: [name removed].
- Advised on legislative strategy and coordinated NGO outreach for Presidential initiative on [name removed].
- Traveled with Under Secretary and Director for domestic and international outreach. Prepared travel briefings highlighting agency's commitments projects funded.

2008 – 2009

ACME FOUNDATION – City, State
Special Assistant to President of [Name Removed]

- Acted as traveling chief of staff to President of [Name Removed]. Implemented broad travel strategy around President's priorities. For example, developed briefings about: countries' cultural norms, status of Foundation-funded projects, and tenor of Foundation's relationship with government officials and other dignitaries.
- Ensured Foundation fulfilled commitments made to grantees and government officials.
- Developed and implemented strategy for President's domestic engagement, including US government advocacy plan. Achieved mention in State of the Union address. Facilitated interactions with key decision makers on Capitol Hill.

ADDITIONAL EMPLOYMENT:

2007 – 2008

ACME COURT OF APPEAL, X CIRCUIT – City, State
Judicial Clerk to Hon. J. Doe (One Year Appointment)

2006 – 2007

ACME COURT FOR THE X DISTRICT – City, State
Judicial Clerk to Hon. J. Smith (One Year Appointment)

2001 – 2002

OFFICE OF JOHN DOE – City, State
Special Assistant to former Chief of Staff to [Name Removed]

- 2000 – 2001 ACME DEPARTMENT – City, State
Assistant to [Name Removed]’s Chief of Staff (Political Appointment)
- 1999 – 2000 ACME ECONOMIC COUNCIL – City, State
Executive Assistant to Deputy Director Jane Doe (Political Appointment)

Education

- 2006 ACME UNIVERSITY SCHOOL OF LAW – City, State
Juris Doctor, (Study abroad semester: Marketing/Management)
- **Managing Editor**, Acme Law Review, 2005-2006
 - **Member**, Appellate Moot Court Board (invitation-only for top students), 2005
 - **Captain**, Association of Trial Lawyers of America (ATLA) National Trial Team, 2005-2006
- 1999 UNIVERSITY OF ACME – City, State
Bachelor of Arts in American History (with honors)
- **Chairperson**, Student Committee on Undergraduate Education, 1998-1999
 - **Undergraduate Member**, Provost Search Committee (one of two undergraduates charged with selecting University’s highest academic post), 1999
 - **Recipient**, Trustees’ Council of Women Leadership Award, 1999
 - **Recipient**, [Name Removed] Award (for enacting social/educational change), 1997, 1999
 - **Recipient**, [Name Removed] Award (for advancing gender equality), 1999

Affiliations

- 2019 – Present **Volunteer**, ABC Nonprofit – City, State
- 2018 – Present **Volunteer**, Acme Food Bank – City, State
- 2007 – Present **Member**, Acme Bar Association – City, State
- 2017 – 2019 **Chair and Trustees Board Member**, National Board of Advisors, The Acme School – City, State
- 2014 – 2016 **Co-Chair**, Professional Services Committee, National Board of Advisors, The Acme School – City, State

Technical Skills

General Applications – MS Office (Word/Excel/PowerPoint/Outlook); Pages

Graphic Design – Adobe Photoshop; Canva

Project Management/Collaboration – SharePoint; Slack; Dropbox; Google (Drive, Calendar); GoToMeeting; Microsoft Project; GitHub; BlueJeans

Social Media – LinkedIn; Facebook; Twitter; YouTube; Instagram; Hootsuite; Tweetdeck

CRM/eMarketing – SurveyMonkey

Programming/Content Management – WordPress; HTML (basic); Squarespace

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: SUMMARY

Accomplished chief of staff with law degree. Program and project management background in nonprofit, philanthropy, corporate, and public sectors. Demonstrated success leading and motivating large teams. Proven record of analyzing and resolving complex challenges by identifying priorities, creating clarity, guiding tactics, and increasing organizational effectiveness. Ability to craft and deliver strategic communications and translate technical language into messaging to engage stakeholders. Previously held Top Secret security clearance. Member of Acme Bar Association. Proficient in design, project collaboration, and social media tools.

: AREAS OF EXPERTISE

Business Development : Conflict Resolution : Corporate Brand and Reputation : Logistics Oversight : Process Transformation : Program Oversight : Project Management : Public Speaking : Relationship Management : Resource & Performance Management : Strategic Operations : Strategic Planning & Implementation : Training

: WORK EXPERIENCE

Nonprofit Operations Consultant

2019 – Present

Acme Nonprofit : Remote : 2021 – Present

Source potential partnerships for organization that educates patients about fertility preservation options ahead of cancer treatment and assists patients with the cost of preservation.

- Leverage existing networks to identify previously untapped resources and design engagement strategies to attract new corporate and individual partners.

ABC Nonprofit : City, State : 2020

Used social innovation approaches to conceptualize and incubate a first-of-its-kind, holistic advocacy model of community intervention for domestic violence and sexual assault survivors of color.

- Created nonprofit's infrastructure, including mission, vision, values, strategic plan, business plan, and pitch materials, and drafted all legal documents and policies.
- Identified advanced technology solutions for internal pipelines and customer relationship management systems (CRMs).
- Generated a master budget and departmental budgets as well as organizational charts that reflect a nimble and data-driven organization built through human-centered design principles.

XYZ Nonprofit : Washington, DC : 2019 – 2020

Led professional development programs for national nonprofit serving underprivileged, unemployed, or under-employed women. Oversaw strategic direction and administration for corporate sponsorship and community engagement. Developed program plans for sponsorship, resource acquisition, and sales.

- Created policies and procedures for corporate and external partnerships through programs and employee engagement, which increased the operating budget by 210%.
- Engaged in program oversight through assessing project scope, managing budgets, resolving technical and business issues, and implementing software solutions.
- Secured free technology package after applying for nonprofit status.

Campaign Manager

2018

Jane Doe for State Board of Education : City, State

Strategic Operations and Management

- After a hiatus due to full-time caregiving, hired to manage all aspects of competitive political campaign. Raised the most money in the history of the seat; generated overall campaign strategy and communications; developed, designed, and deployed the campaign's website; and identified a social media strategy.

Communications and Stakeholder Engagement

- Identified and edited the candidate's platform for both policy and political optimization.
- Delivered a cohesive branding campaign including the look and feel of all campaign materials and candidate's presentations.
- Cultivated relationships and collaborated with contacts to spearhead fundraisers, meet-and-greets, and other formal events to further the candidate's efforts.

Chief of Staff, Technology Division

2010 – 2014

Acme Bureau : City, State

Strategic Advisory and Stakeholder Engagement

- Managed and advised the CIO on relationships within the Bureau among colleagues and executives.
- Created confidential and trusted reporting mechanisms to regularly inform the CIO of staff issues and management concerns. Developed recommendations with a solutions-based dashboard to resolve issues or conflicts.
- Worked with and briefed diverse stakeholders ranging from reporters to nonprofit groups (specifically concerned with privacy controls), and other agencies.

People Leadership and Management

- Spearheaded onboarding and training of all new employees of the Technology Team. Mentored them and ensured they were sufficiently supported.
- Led workforce planning and development of hiring strategies including writing position descriptions for staff and creating a Technology Fellows Program, the first of its kind.
- Led the front-office staff to support nearly 200 people.

Communications and Process Development

- Established and managed unique methodologies of communication for the entire Bureau including developing a strategy for an intranet. Worked with Marketing team to design brand, logo, and external materials for the public.
- Issued monthly reports to the entire team and management of the Bureau on progression of projects, including identifying barriers and generating recommended solutions.
- Addressed large audiences regularly, specifically on effective communication and performance management.

Senior Advisor to Director of [Name Removed]

2009 – 2010

Acme Department – Research, Economics, and Education Division : City, State

- Politically appointed to serve as primary legal advisor to the undersecretary and director on waivers, ethics, policy, and legal strategy for implementation of new agency called the [name removed].
- Advised on legislative strategy and coordinated nonprofit outreach on Presidential Initiative on [name removed].

Special Assistant to the President of [Name Removed]

2008 – 2009

Acme Foundation : City, State

- Served as traveling chief of staff to the president of [name removed] and implemented broad travel strategy around the president's priorities.
- Developed briefings about countries' cultural norms, status updates of foundation-funded projects, and briefings on tenor of foundation's relationship with political officials and dignitaries.

Additional Noteworthy Experience

Special Assistant to the Former Chief of Staff to [Name Removed]

Office of John Doe : City, State

2001 – 2002

Assistant to John Doe, Chief of Staff to [Name Removed] (Political Appointment)

Acme Department : City, State

2000 – 2001

: EDUCATION, TECHNICAL SKILLS & ASSOCIATIONS

Education:

Juris Doctorate

Acme University School of Law : City, State

Managing Editor, Acme Law Review (2005 – 2006)

Bachelor of Arts (w. Honors), American History

University of Acme : City, State

Technical Skills:

Microsoft Office and G Suite : Squarespace and Wix : Hootsuite and Canva Pro : Asana and Trello : MailChimp and Constant Contact : Salesforce and Slack : Streak and Coda

Associations:

The Acme School : City, State

: Member, Board of Trustees (2017 to 2019)

: Chair, National Alumnae Association (2017 to 2019)