P A U L A C O H E N

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SUMMARY

Customer focused, experienced **Information & Knowledge Services Project Manager** with **s**uccessful track record in designing, managing and delivering all aspects of program management to companies and organizations · Results-oriented, MLS., MBA. · Strategic, entrepreneurial and collaborative approach · Private and nonprofit experience.

Extensive experience and increasing responsibility in business development, managing client relationships, creating processes and managing resources and budgets, and leading interdisciplinary teams. Creative, goal-oriented team player with notable follow-through and demonstrated ability to acquire new skills quickly. Special skills and demonstrated strengths include:

- Developing Information/knowledge Management strategies, policies, and tools, leveraging knowledge resources, leveraging opportunities for collaboration, identifying information gaps and research needs
- Driving practical strategic opportunities to engage community and philanthropic partners and multi-stakeholder initiatives, collaborating sensitively with diverse populations and communities
- Proven experience in strategic and business planning as well as managing a budget and financial results
- Ability to learn and use new technologies for communication and creation and management of data
- Designing and delivering trainings, presentations, and workshops, online and face-to-face
- Initiating successful business/client development methodology for consulting and program management assignments

  - Leadership and Training
  - Research and Technology skills
  - Project Management
  - Strategic and Business Planning

EXPERIENCE

Project Consultant 2009-present
COMMUNITY CONSULTING TEAM BOSTON

Project Consultant
NETIMPACT BOSTON SERVICE CORPS Oct.2007-Feb. 2008

Member of team providing management advice and consulting to socially conscious, Boston-area non-profits.
The clearly defined objectives and deliverables result in a significant contribution to the organization.
Key areas explored include: Financial Strategies/plans, Operational Effectiveness, Marketing Strategies, and Growth strategies
Individual and team activities: Refining the objectives and deliverable; designing and implementing a work plan and evaluation criteria; research-data collection and primary research; market assessment and analysis; preparing and delivering findings to client

Project Director - Communicate @ Work
YMCA TRAINING, INC., Boston, MA 2007 to 2008
National Workforce Training Program

Directed business venture for YMCA to provide career-specific English language instruction and cultural differentiation to foreign employees of Boston area organizations and companies

- Performed market assessment including focus groups to determine viability, pricing, and marketable training workshops in business community; Determined best practices in language instruction and delivery through analysis of professional association principles and methods
- Researched sources for start-up capital for project, developed business and marketing plans, and tailored final products to meet business and staff requirements for content and scheduling
- Developed print and online marketing materials, and built enterprise prototype for expansion

Director - Educational Programming - Northeast Ohio 2001 –2006

CLEVELAND COUNCIL ON WORLD AFFAIRS, Cleveland, OH
Education and Information on International Relations and Global Issues

Developed, managed, and sold *Global Classroom* educational program series to 47 schools covering 2000 students in grades 3-12. Developed web-based information resources and lessons for *Model United Nations* program. Trained educators on product use and designed workshops for staff, clients, and organizations. Recruited and supervised international interns and volunteers.

- Built relationships with school administrators, teachers, and international communities to form focus groups, perform gap analysis, develop program methodology, and implement curriculum
- Researched and assessed product feasibility and developed strategy for marketing to institutions. Tripled number of funding sources within two years and increased organizational visibility
- Identified and integrated information resources into a knowledge base for program frameworks
- Directed expansion and diversification of product offerings, leveraging partnerships with colleges and universities, ethnic communities, and international students to maximize program benefits
- Developed multimedia curriculum for use by students and educators in 30 school districts
- Designed metrics to evaluate and measure sales and program results throughout target region

Principal Consultant / Owner
INFORMATION RESEARCH AND MANAGEMENT, Cleveland, OH 1982—1998

Conducted business research and market intelligence for major corporations and utility companies, collaborating with clients to appropriately, efficiently, and cost effectively leverage high quality knowledge and information

- Developed systems to maintain and retrieve critical organizational data, both historical and cultural, and to enhance understanding and use of strategic information in future business endeavors.
- Researched and wrote technical grant proposals for multiple industries.
- Reduced product liability and risk to companies through cataloging of company documents.
- Compiled corporate archives and histories for diverse organizations including:

  - B.F. Goodrich Company
  - Directory of International Company Histories
  - Federal Reserve Bank of Cleveland
  - Premier Industrial Corporation / Premier Farnell, PLC
  - SIFCO Industries, Inc.
  - Cleveland Electric Illuminating Company
  - East Ohio Gas Company

CIVIC AFFILIATIONS AND ACTIVITIES

- World Computer Exchange, Hull, MA., Corporate Sponsorships, Marketing & Communications Committee
- Net Impact Boston, MA - 2008 Leadership Team, Membership Committee, Service Corps
- Cultural Survival, Cambridge, MA - *Native American Languages Campaign*
- Kaiser Permanente, Northern Ohio Region - *Institutional Review Board*
- Case Western Reserve University, Weatherhead School of Management -
  Center for Business as an Agent of World Benefit
  Center for Women, Leadership Committee
- Women's Community Foundation, Cleveland, OH - *Allocations Committee*
- Junior League of Cleveland - Chair, *Allocations Committee*

EDUCATION and CERTIFICATIONS

Master of Business Administration - Strategic Management, *Weatherhead School of Management*
CASE WESTERN RESERVE UNIVERSITY, Cleveland, OH
Master of Library Science, *School of Library Science*
Master of Arts, Department of American Studies
Bachelor of Arts – History

Instructional Design certificate, Simmons College, GSLIS, Continuing Education

T E C H N O L O G I E S

Proficiency with technology tools and applications to support Information Management and enterprise collaboration, Microsoft Office applications
Experienced with social media, Web 2.0 tools and applications
Working knowledge of Drupal, Dreamweaver, SharePoint, Photoshop