andi shiraz

communication(s) | writing & editing

Food and Agriculture Organization of the United Nations Rome, Italy WRITER & EDITOR - GENDER 10/2013~	Researching and developing articles and stories for the FAO Gender website. These are often sourced from recent / existing projects and publications that are relevant to gender, and are meant to illustrate how understanding gender – men, women, boys and girls, and the roles and responsibilities that they have in agricultural, economic and social contexts – is crucial to global development. Target audiences include policy-makers, project and programme staff working in global development and government and public sector staff. Managing and updating the FAO Gender website (CMS / TYPO3, graphics, HTML and information architecture, look-and-feel, new pages, etc.).
COMMUNICATION SPECIALIST - TC INTRANET 02/2012~10/2013	Worked with the Technical Cooperation Department (TC) for the launch of the TC Intranet, including pre-launch support and coordination for overall site readiness. Current responsibilities include day-to-day management of static and dynamic site areas (text and graphics); planning, sourcing and article/story development; editing and proofing; community management and comment moderation; and incremental IA and usability.
WRITER & EDITOR - GLOBAL FORUM FOR FOOD SECURITY & NUTRITION 06/2011~01/2012	Content gathering, development and organization *for Online discussions that make a difference* – a book-length publication showcasing key discussions and the value of knowledge sharing for improved food security and nutrition. Work included analysis of detailed technical content on food security issues and themes, interviews with facilitators and participants, and an overall narrative to spotlight tangible "wins" in collaborative information exchange.
WRITER / SCRIPTWRITER - STATE OF FOOD AND AGRICULTURE 2010-11 07/2011~12/2011	Worked with the Gender, Equity and Rural Employment Division (ESW) and the Agricultural Development Economics Division (ESA); on "Closing the gap between men and women in agriculture" – a video animation / 'short' for the 2010-11 edition of FAO's State of Food and Agriculture. Work included interviews and fact-finding / research, concept and story development, support to storyboarding, and writing / editing for a companion web site.
Food and Agriculture Organization of the United Nations Rome, Italy *CountrySTAT for Sub-Saharan Africa* **COMMUNICATION OFFICER** 08/2009~04/2011 **REPORTS OFFICER** 07/2008~06/2009	Responsible for CountrySTAT's external / corporate communications and branding for print, audio and video at country, regional and global levels: management of the CountrySTAT Communication unit at FAO HQ; coordinated supervision of national communication / media consultants in the project's 17 countries; development / implementation of the project's Communication Strategy and Country Communication Plans. Also responsible for internal and donor-related project reporting and communications: annual and quarterly progress reports; grant and project proposals; planning and strategy documents; briefings, press releases, presentations and speeches. Knowledge-management and information-sharing (within the project team; across FAO and other UN agencies, and with relevant development organizations and initiatives) for improved teamwork and learning / sharing of best practices; stronger collaboration with partners and stakeholders; and greater project visibility, awareness and advocacy. Communication, facilitation, reporting and support to cross-divisional and corporate activities beyond CountrySTAT: ES Strategic Communication Team; World Food Day; Fifth International Conference on Agricultural Statistics; and ES Senior Management Workshops.
Istituto Lorenzo de' Medici Rome, Italy *Departments of Communications and Writing* **ADJUNCT PROFESSOR** 09/2007~	Design, development and teaching of accredited university level courses for US undergraduates on study abroad / exchange programmes in Rome. Courses focus on communication theory and practice, cultural studies, creative writing, and literature / literary theory.

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c o m m u n i c a t i o n (s) | w r i t i n g & e d i t i n g

Bell Canada / Sympatico Montreal, Canada *Service.Sympatico Site Re-Design* **TECHNICAL WRITER & INFORMATION ARCHITECT** 10/2006~08/2007	Bell Sympatico is the Internet arm of Canada's largest and best-known communications company, with over 2.4 million English- and French-speaking customers on dial-up, high-speed and combined subscriptions – all of whom are users of the company's bi-lingual customer support web site, Service.Sympatico. Responsible for content inventories, sitemaps and user flows for existing pages towards a phased approach for content re-categorization, re-structuring and revision. Developed and revised content to follow identified Information Architecture and copy guidelines, and helped coordinate content approval cycles and translation processes. Worked on quality assurance of site-wide content (including proofing, functional- and flow-validation).
Government of Canada **Department of Foreign Affairs** **and International Trade** Rome, Italy *Embassy of Canada to Italy* **TECHNICAL WRITER & TRAINER** 03/2006~07/2007	As part of a technical implementation across DFAIT, the Canadian Embassy in Rome piloted a custom-built contact management system for managing diplomatic / political contacts, and special events. Responsible for all training and documentation for the new system. This included the development of course outlines, presentations and exercises, as well as the delivery of one-on-one and group workshops for Embassy staff across all skill levels; and the design, development and finalization of user- and administration-manuals (online and in-print).
Razorfish New York, NY **TECHNOLOGIST** 08/1999~10/2002	Founded in 1995 to provide management and technology solutions to Fortune 1000 companies such as Armani, Cisco, Ford, GlaxoSmithKline and Western Union – Razorfish has always been defined by excellence in design, user experience and usability; and by project management and technology services that meet strategic business and user requirements. – **"Straight" Tech:** analyzing client problems and defining phased and structured solutions based on time / materials, user needs and IT / project-management best-practices; and implementing these solutions across multiple platforms, user-environments and technologies. – **Bizdev & Strategy:** client pitches, RFPs, and presentations; as well as IT strategy services (competitive analyses, proposals and special papers). – **Management & Comms:** coordinating and managing technology project teams; managing client communications and reporting throughout the project process; internal knowledge management and training activities.

please note: this is a selection of my employment, skills, and academic qualifications
the full record (work experience from 1999-2016, academia, and writing) + contact information is at www.nightingaleshiraz.com

New York University *Computer Science and Journalism* **BACHELOR OF ARTS (HONORS)** 05/1999	Merit Scholarship / "International Scholar" Award 1995-1999 College of Arts & Science Scholars' Circle President, International Students Club Class of 1999 Honors Scholar & Dean's List 1995-1999
University of East London *Writing: Imaginative Practice* **MASTER OF ARTS (DISTINCTION)** 10/2015	Final dissertation (creative piece and extended critical study) in creative / literary nonfiction. Additional projects /modules in adaptation, hybrid genres and experimental prose (including drama, fiction, internet / new media), memoir, and poetry.
LANGUAGES	English (first language / native speaker); Italian (fluent); French (working); Spanish (conversational); Arabic (slight).
COMMUNICATIONS / WEB	Content inventory, management, and development. Information architecture and usability. Content curation and writing for web. Web development (databases/SQL, PHP, HTML, and CSS). Website management (including custom and standard CMS technology such as WordPress, TYPO3, and Joomla!). Website admin / monitoring (AWStats, Google Analytics, etc.) and basic SEO.