

**Food and Agriculture Organization
of the United Nations
Rome, Italy**

WRITER & EDITOR /
COMMUNICATIONS & WEB
Gender
10/2013 ~ 12/2018

In my role as writer and editor, I researched, drafted, and revised articles and stories on FAO's work in gender equality and rural women's empowerment. Content was drawn from FAO publications, videos, reports and in-person correspondence/interviews and cut across various areas of global development: crops, livestock, fisheries, forestry, food and nutrition security, social protection, natural resources, climate change, emergencies and resilience, agricultural policy, and the 2030 Agenda. (Writing samples are available at nightingaleshiraz/work.) In terms of communications and web work, I was also responsible for all day-to-day management and maintenance of the FAO Gender website. This involved content curation and media monitoring for gender-related information across corporate, regional, and thematic websites, as well as multilingual updates (image research and editing/graphics, HTML, and CMS administration). It also drew heavily on my experience and familiarity with both general and internal standards for visual identity / look-and-feel, information architecture, and UX/usability.

COMMUNICATION SPECIALIST
TC Intranet
02/2012 ~ 10/2013

I worked on the development, launch, and management of a departmental Intranet for several hundred FAO staff in HQ and country offices. This included content strategy and implementation (content inventory, migration, and new content development/entry); and project coordination / liaison with FAO's IT unit for buildout, specs, QA / problem resolution, and overall site readiness. After launch, I was responsible for all day-to-day management and updates to the TC Intranet, from both a content and technical perspective. This involved planning, sourcing, and coordinating the development of new content (via the setup and management of a content pipeline); research and writing (and/or soliciting contributions from staff); editing and revision (including to house style); community moderation; and overall site administration (image research and editing/graphics, HTML, CMS administration, and web analytics/reporting).

WRITER & EDITOR
*Global Forum for
Food Security & Nutrition*
06/2011 ~ 01/2012

I researched, wrote, and edited [Online discussions that make a difference](#), a book-length publication on discussions from FAO's Global Forum for Food Security & Nutrition. My work involved interviews, research, analysis, and writing across a range of themes (including climate change, food security governance, protracted crisis, social protection, street foods, and women in agriculture), and the development of a coherent and compelling overall narrative to underscore the value of collaborative, participatory discussions for better informed policy and programme design in global development.

WRITER/SCRIPTWRITER
The State of Food and Agriculture
07/2011 ~ 12/2011

I worked on "[Closing the gap between men and women in agriculture](#)," an award-winning video animation / 'short' for the 2010–11 edition of FAO's flagship report, *The State of Food and Agriculture: Women in Agriculture*. My work included interviews and fact-finding/research; creative concept, content, and story development; content validation and support to storyboarding; and writing and editing for a companion website to the finished video.

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COMMUNICATION/REPORTS OFFICER
CountrySTAT for Sub-Saharan Africa
07/2008 ~ 04/2011

CountrySTAT for Sub-Saharan Africa was the first FAO project funded by the Bill & Melinda Gates Foundation. As Communication/Reports Officer, I was responsible for all project and donor reporting (including annual and quarterly progress reports), and provided extensive support in writing and editing most other project documents (grant applications and proposals, planning and strategy documents, etc.). I was also in charge of CountrySTAT messaging, media/media-monitoring, and communications for print, web, audio, and video. In addition to managing a small communications team at FAO, this involved coordination and supervision of national communication/media consultants in 17 project countries, ensuring the implementation and monitoring of CountrySTAT's Communication Strategy at national, regional, and global levels, and facilitating greater project visibility, awareness, and advocacy.

<p>Lorenzo de' Medici Institute Rome, Italy</p> <p>ADJUNCT PROFESSOR <i>Departments of Communications and Writing</i> 09/2007 ~ 05/2017</p>	<p>I taught undergraduate creative writing and communication theory to US university students on exchange and study abroad programs in Rome: — <i>Travel Writing</i> focuses on creative writing and literary appreciation in the context of travel and study abroad. Students develop and refine both general and specific writing skills by looking at the literary legends of travel literature, and by writing and workshopping their own pieces. Students have gone on to write for <i>Comedy Central</i>, <i>Cosmopolitan</i>, <i>The Daily Beast</i>, <i>HuffPost</i>, and more. — <i>Intercultural Communications</i> provides a base in intercultural / cross-cultural communication theory by looking at cultural differences and their role in effective communication (or lack thereof) in an ever more globalized world. In addition to learning (and learning to apply/use) key theoretical models for general intercultural competence, students also explore specific intercultural communication issues in the context of their study abroad experience in Italy.</p>
<p>Bell Canada Montreal, Canada</p> <p>TECHNICAL WRITER & INFORMATION ARCHITECT <i>Service.Sympatico</i> 10/2006 ~ 08/2007</p>	<p>The Service.Sympatico website provides support to some 3 million English- and French-speaking customers of Bell Canada's internet service. My work on the site re-design involved a phased approach for content re-categorization and revision through content inventories, sitemaps, personas, and use cases. I also developed and revised content to follow information architecture and copy/style guidelines, and helped coordinate content approval, translation processes, and QA/testing (including proofing, functional- and flow-validation).</p>
<p>Foreign Affairs Canada Rome, Italy</p> <p>TECHNICAL WRITER & TRAINER <i>Embassy of Canada to Italy</i> 03/2006 ~ 07/2007</p>	<p>As part of a proposed implementation across Foreign Affairs Canada, the Canadian Embassy in Rome piloted a custom contact management system. I was responsible for all training for the new system, which included the development of course outlines, presentations and exercises, and the delivery of one-on-one and group workshops for Embassy staff across all skill levels. I also designed and developed a comprehensive manual (text and graphics) for the new system, along with contextual/screen-specific help text and guidelines.</p>
<p>Razorfish New York, NY</p> <p>TECHNOLOGIST 08/1999 ~ 10/2002</p>	<p>Founded in 1994, Razorfish was one of the largest and most respected interactive agencies in the world, providing 'digital change management' solutions for Armani, Condé Nast / The New Yorker, HBO, Nike, the New York Times, the Southern Poverty Law Center, the Whitney Museum of American Art, and others. As a technologist at Razorfish, I helped plan, develop, and launch a series of award-winning websites that set new standards for content strategy, information architecture, user experience, and user-centered design.</p>

please note: this is a selection of my employment, skills, and academic qualifications
the full record (work from 1999-2018, academia, writing, and samples of writing / published work) is at www.nightingaleshiraz.com

<p>New York University</p>	<p>Bachelor of Arts (Honors) in <i>Computer Science and Journalism</i>, 1999.</p>
<p>University of East London</p>	<p>Master of Arts (Distinction) in <i>Writing: Imaginative Practice</i>, 2015.</p>
<p>Languages</p> <p>Communication Skills</p> <p>Web Skills</p>	<p>English, Italian, French, Spanish, Hindi/Urdu, Arabic.</p> <p>Content curation, content development, writing, and editing (proofreading, copy, substantive) for both general and specific audiences across different channels (print, web, social, etc.). Content strategy and planning / pipeline management, editorial facilitation, coaching, and workshopping. Style guide development and revision.</p> <p>Web design (information architecture, usability and user experience design, graphic design) and web development (databases/SQL, PHP, HTML, CSS). Website management / CMS (e.g., WordPress, TYPO3, Joomla!), web monitoring and analytics/reporting, and basic SEO.</p>