

Vanessa Quiroz-Carter

Project Management, Training and Development

Dynamic communication, volunteer engagement, and project management professional with hands-on work designing and managing engaging training and development programs. Knowledgeable of best practices in public relations and online engagement. Hands-on work in nonprofit management, volunteer recruitment, and donor engagement. Skilled writer and editor and proficient public speaker with Spanish language proficiency.

- Strategic Communication
- Volunteer Recruitment
- Project and Event Management
- Public Relations and Writing
- Training and Development
- Google Collaboration Tools
- Marketing and Social Media
- Stakeholder Engagement
- Intermediate Spanish Proficiency

Career Experience

Communication Adjunct Professor, CSU Monterey Bay and Hartnell College, CA 8/2019 to Present
Develops engaging communication curricula, delivering Intro to Public Speaking courses. Uses iLearn and Canvas teaching platforms to distribute course materials, track student progress, and mentor students. Leads classroom management, including overseeing class discussions, Q/A sessions, team projects, and student-led presentations and discussions. Collaborates with industry leaders to integrate real-world skills and examples and provide expert presentations on key topics. Collaborates with leadership to create and implement department standards.

Communication Instructor, Ceiba College Preparatory Academy, Watsonville, CA 6/2017 to 6/2019
Created and implemented interactive training tools and lesson plans designed to meet core standards in communication and ethnic studies, including implementing modern concepts, using social media practices and content, and encouraging dynamic student-led interactions. Led engaging content lectures and drafted clear assignment instructions. Communicated with students and graded assignments using online engagement platforms and Google collaboration tools. Collaborated across departments to standardize lesson plan content, implement best practices, and train and mentor new team members.

Graduate Instructor and Admin. Assistant, Communication Department, CSU East Bay 10/2015 to 10/2016
Taught public speaking classes, including providing student lectures and grading speech assignments. Managed student tutoring team, including keeping detailed student visit log, overseeing appointment scheduling, and leading records management. Mentored tutors and instructed team members on best practices and innovative tutoring methods. Delivered tutoring support for public speaking students, including providing feedback and connecting with resources.

...continued...

Vanessa Quiroz-Carter

Page | 2

Assistant Manager, Beauty Center, Oakland, CA

4/2014 to 6/2016

Trained and supervised high-performing team, consistently exceeding monthly sales goals. Edited marketing and promotional materials. Communicated rewards program and marketed key products to clients. Ensured excellent customer service and personalized shopping support on behalf of clients, including with product demonstrations. Processed product returns and managed supply inventory.

Program Assistant, The Unity Council Homeownership Center, Oakland, CA

8/2013 to 2/2014

Managed incoming client communication and coordinated with donors, agencies, and partners. Provided administrative assistance to the program director, including drafting official correspondence. Screened clients to determine eligibility, prepared lending department documents, and organized travel logistics.

Volunteer Engagement Coordinator, AmeriCorps Oakland and Santa Cruz, CA

2/2011 to 8/2013

Supported strategic and crisis communication planning, marketing and brand management, and digital media engagement. Designed volunteer training materials and toolkits, including on critical media analysis and resume writing. Led volunteer trainings and stakeholder engagement meetings. Managed event and conference planning and materials distribution. Identified and engaged new coalition partners, meeting with nonprofits and stakeholders. Created new program evaluation tools and volunteer engagement surveys. Mentored youth volunteers and served as childcare specialist during half-day training events, overseeing student activities. Designed and implemented summer internship program for local youth.

- Increased volunteer capacity, recruiting 100+ new team members.
- Streamlined volunteer application processes and procedures and improved training materials.

Volunteer Coordinator, Beach Flats Community Center, Santa Cruz, CA

8/2010 to 2/2011

Facilitated volunteer training events, coordinated after school program, and planned special events. Designed and implemented volunteer management tools, including templates, processes, and procedures. Managed volunteer recruitment, serving as spokesperson at community events. Created marketing materials and online content. Drafted monthly data reports. Designed tracking system to measure community computer access.

Additional experience as Communication Intern with Strategic Health Communications.

Education

Master of Arts in Communication, 2018

California State University, East Bay, Hayward, CA

Bachelor of Arts in English Literature, 2009

University of California, Berkeley, CA