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PROFESSIONAL EXPERIENCE:

Management/Operations:

- Served as volunteer coordinator at two large national parks, coordinating volunteer staff of up to 1700 volunteers with responsibility for recruiting, training, coordinating staffing and volunteer recognition events.
- Coordinated operations for Boulder County museum, including training and scheduling of staff, developing programming, and developing exhibits.
- Coordinated and tracked budget for student interns, volunteer-in-the-parks program for National Park Service.
- Coordinated special events in national parks and county museum operations, including arranging staffing of volunteers and paid staff, coordinating participants, and developing promotional media and press releases.
- Managed visitor services operations for national park sites, including supervising park visitor center operations, coordinating summer programming, conducting scheduling, and developing promotional materials.
- Directed cross-country skiing operations for non-profit, including supervision of grooming staff, conducting public outreach, and managing budget for skiing operations.

Communication:

- Served as guest instructor for national training program, leading workshops and sessions for new employees, focusing on communications skills, team-building, and leadership.
- Coordinated email marketing campaign for non-profit using Constant Contact, Mailchimp programs.
- Researched, developed and presented original visitor programs on natural history, geology, and cultural history for presentation to groups of up to 300 people, including school groups, special interest groups, community groups and the general public. Provided informal visitor contacts at key sites, answering questions and contacting up to 1000 visitors per day.
- Served as National Park Service representative, conducting public outreach at community events, designing displays and developing public speaking presentations while employed at six different national parks.
- Provided coaching and training of park volunteers and seasonal ranger staff, including development of original training handbooks, training agendas, and coordinating workshops.
- Served as public relations contact for national park, writing press releases, and providing interviews to broadcast and print media.
- Served as ski instructor, teaching adults and children in alpine and nordic skiing.
- As certified Red Cross Instructor, conducted American Red Cross CPR/AED/First Aid training for multiple organizations throughout Colorado and for volunteers and staff of national parks.

Research and Writing:

- Publishing credits include opinion editorials published in High Country News, The Denver Post and Durango Herald.
- Edited park visitor guide/newsletter (utilizing Adobe InDesign software), writing articles on cultural history, natural history and current events, editing format for final printing, with a distribution of 25,000 annually.
- Created and maintained personal website and blog, www.nederlandliving.com focusing on mountain living in Colorado.
- Provide proofreading and editing for Boulder County Parks quarterly visitor guide, as well as end of season publication.
- Researched pertinent issues relating to overall strategic visitor services plan, contributing written content for final strategic plan at Independence National Historical Park.
- Developed and wrote podcast scripts for distributed through website of C&O Canal National Historical Park.
- Researched and produced public information bulletins, walking tour guides, and rack cards focusing on natural resources and visitor services for distribution to park visitors.
- Developed and implemented wayside exhibits and sign plan for national parks, designed to improve visitor services and visitor experiences.
- Wrote press releases focusing on current events and visitor services for publication by local media at several national parks.

Awards:

- Star Award – for initiative in securing National Canal Museum traveling exhibit at C&O Canal National Historical Park (NHP), June 2008
- Bronze Medalist Winner, Group, Federal Executive Board, Government Excellence – for Technical Accomplishment in writing the Long Range Interpretive Plan – Independence NHP, 2005-2008
- Quarterly Achievement Award for Service – Cape Cod National Seashore, September 2002
- On-the-Spot Award, Start-up of Cave Tour Operations – Oregon Caves NM, September, 2001
- Extra Effort Award – US Forest Service, October, 1999

CHRONOLOGICAL EXPERIENCE:

Winter Park Resort	Alpine Ski Instructor	2015 – current
Boulder County Parks & Open Space	Education & Outreach	2015 – 2017
National Park Service	Park Ranger (Interpretation)	1997-2014
Eldora Ski Resort	Retail Manager	2010-2011
Grand Mesa Nordic Council	Operations Manager	2009-2010
Northstar-at-Tahoe Ski Resort	Retail Associate/Nordic Ski Instructor	1997-1999
Guest Services, Inc.	Retail Manager	1996-1997
Royal Gorge Ski Resort	Retail/Rental Manager	1995-1996
Levi Strauss	Product Development Assistant	1993-1994

EDUCATION

The College of William & Mary
Williamsburg, VA. Business Management major, English minor. B.B.A. degree.

REFERENCES:

John Healy – jjhealy13@msn.com
Curt Gaul, National Park Service –304-535-6469, curt_gaul@nps.gov
Marilyn Irwin – 970-586-8935, marilyn0225@gmail.com
Rita Knox, C&O Canal National Historical Park – 301-722-8226, rita_knox@nps.gov