**CAROLINE L. WEBSTER**

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**Mobile**: 703 488 8898 **Home:** 434 812 2267

*20+ years of customer service and project management experience across international, educational, and nonprofit settings.*

**PROFESSIONAL EXPERIENCE**

**Freelancer** [**www.carolineleewebster.com**](http://www.carolineleewebster.com/); [Upwork portfolio](https://www.upwork.com/o/profiles/users/_~0167cff32aff0acdf2/), [LinkedIn](http://www.linkedin.com/in/caroline-webster)

**Writer, Editor, Translator** **January 2008 – present**

* Independently manage documents from first draft to publication, including proofreading, copy editing, graphic design, and layout recommendations; in a publishing liaison capacity, show strong organization skills and high attention to detail to ensure strict adherence to style guidelines in decision making, consulting as needed with supervisors and colleagues
* Demonstrate technical expertise with English grammar and various style guides (*AP*, *Chicago Manual of Style*, and in-house style guides); serve as an editorial adviser by assisting clients with creating in-house style guides for their brand and publications
* Write and edit across a variety of genres, demonstrating strong research skills when working with specialized topics (e.g., fintech, campus security, etc.)

**University of Virginia**

**HR Associate, Inquiry (Temporary position to support Return to Grounds and Open Enrollment) August 2020 – present**

* Represent UVA HR in a front-line capacity and provide best-in-class service to employees, students, faculty, staff, community members, and applicants through telephone and email exchanges
* Field questions and provide counsel regarding UVA’s COVID-19 and Return to Grounds policies and procedures; offer responses and resources on behalf of UVA, providing feedback to supervisor regarding ongoing process improvement
* Note and track inquiry resolutions and escalations in Salesforce and navigate Workday to assist staff
* Follow strict confidentiality guidelines and responsibly handle highly sensitive and personal data
* Collaborate with HR colleagues to support UVA’s Open Enrollment period
* Support UVA Student Health through COVID-19 Quarantine data entry (Safegrounds)

**Gateless Writing**

**Editor and Program Coordinator October 2019 – present**

* Edit and contribute to Gateless Writing correspondence, web copy, training manuals, and more
* Serve as a Gateless Writing service rep, fielding and replying to inquiries and helping recruit writers
* Assist with website management and monitor and create email lists; coordinate annual calendar, event planning, and registration
* Facilitate online course enrollment and monitor engagement; handle in-person retreat and training registration, including application processing and follow up

**The American International School of Muscat, Oman**

**Substitute Teacher September 2019 – March 2020**

**The American International School of Muscat, Oman**

**Early Childhood (EC) Teacher July 2017 – June 2018**

* Published a weekly class blog; effectively used written and oral communication skills to connect with parents on a daily basis
* Planned and implemented EC curriculum for students ages 2-5 in an international setting, responsibility to collect data to document student learning and clearly communicate student achievements to parents; emphasis on English language instruction
* Prepared for and conducted parent interviews and held parent-teacher conferences, to define and report on learning objectives
* Working with a team of EC educators, supervised two early childhood assistants with an emphasis on collaboration
* Diverse school population includes students representing over 60 countries

**Asia Pacific International School (APIS)**, **Seoul, South Korea**

**Lead Writer, Editor and Substitute Teacher**  **November 2015 – June 2017**

* In a publishing coordinator capacity, utilized editorial skills to create and manage content for publishing and marketing materials (including [monthly print and online publications](http://www.apis.seoul.kr/news-events/apis-update/)); created content that highlighted school’s mission
* Conducted student and faculty interviews to feature student achievements and showcase learning in school publications
* Prepared project plans to utilize writing, editing, publishing, and photography expertise to curate student work through research and collaboration with faculty and students; articulated complex experiences and ideas into writing accessible to a general audience
* As a project manager, exercised sound quality management judgment, drove thoughtful process improvement, and collaborated with colleagues and organizational leadership to coordinate the production and publication of materials for promotional events and media placements, including providing graphic design recommendations
* Managed school's social media platforms, including writing, publishing, and monitoring content, and responding to inquiries; oversaw growth in social media reach; online publications consistently generated high traffic on the school’s website
* Supported school's recruitment by helping train new communications staff
* On-call sub serving K through Grade 12 student population

**Vermont Family Network, Williston, Vermont**

**Health Care Navigator and Family Support Specialist October 2013 – March 2015**

* Shared information about the Affordable Care Act (ACA) and plan options through community advertising campaigns; created and delivered presentations to community partners and businesses; coordinated with VT insurance vendors
* Established procedures to analyze data for enrollment documentation; tasked to prepare grant reports to summarize data for state insurance database; compiled monthly reports on enrollment targets and issues, guiding continuous process improvement; consistently met or exceeded grant targets and reporting deadlines
* Conducted research and communicated with local agencies to support clients, including record keeping and demonstrating the ability to conduct an investigation on enrollment issues as necessary; recognized for providing exceptional service; assisted around 25 direct service clients monthly, achieving and exceeding quality standards for service delivery and being mindful of risk management
* Grant-funded public health position required the ability to learn new information quickly; exceptional problem-solving and communication skills; handling sensitive information and maintaining confidentiality; quick study of the ACA and all associated policies, regulations, protocols, competencies, and medical terminology; and state certification as an ACA navigator
* Maintained telephone and in-person contact with clients and stakeholders
* Worked independently and utilized interviewing skills while counseling clients enrolling in new health care options; able to listen to client needs and thoroughly discuss medical terminology, plan options, and enrollment guidelines
* Maintained technical competency with federal regulation and ACA policies pertaining to health care, adapted quickly as directives changed, ensured agency compliance with ACA directives and guidance

**ADDITIONAL EXPERIENCE**

**English Tutor, Seoul, Korea August 2015 - June 2017**

**Child Care Resource, Williston, Vermont**

**Family Support Child Care Subsidy Specialist December 2003 – November 2004**

* In a facilitation role, liaised with other community nonprofits. Led monthly community committee meetings to determine eligibility for Family Support clients; maintaining, publishing, and distributing meeting minutes; made entries into state subsidy databases
* Upheld technical competency with state regulations in determining client eligibility for child care subsidy; utilized writing and editing skills for correspondence pertaining to subsidy eligibility, referencing state guidelines as necessary

**Montessori School of Herndon, Herndon, Virginia**

**Teaching Assistant August 2002 – June 2003**

* Assisted in a preschool program serving 42 students; developed curriculum and subbed as head teacher

**Fairfax County Public Schools, Vienna, Virginia**

**Special Education Teacher August 2001 – August 2002**

* Designed and implemented new autism program, developed curriculum to meet IEP objectives; oversaw ESY services
* Communicated with families on a daily basis; led schoolwide presentation on autism and inclusion

**Premier Personnel Temporary Agency**, **Northern Virginia**

**Office Assistant** **March 1997 – January 2000**

* Seasonal (school breaks) office assistant work in both public and private sector settings in the D.C. metro area (FEMA, HCB Contractors, APACHE Medical Systems, CACI, KPA Property Management)
* Operated switchboards; worked with Microsoft Office Suite and various computer software programs; as a communication specialist: assisted with record keeping, managed correspondence, quality control checked and provided editorial assistance around technical documents, handled public relations, attended meetings and took minutes, transcription and editing

**UVA Housing Department, Charlottesville, Virginia**

**Emergency Personnel August 1998 – May 2001**

**EDUCATION:**

**University of Virginia, Charlottesville, VA**

Master of Teaching, Special Education K-12; Bachelor of Arts, German Language and Literature

**American Field Service,** exchange student to Austria, 1995-1996

**CERTIFICATIONS**

Johns Hopkins University Coursera COVID-19 Contact Tracing **May 2020**

Gateless Writing Teacher **August 2019**

**AWARDS:**

**Phi Beta Kappa Honor Society**

**Recipient of a 2014 Vermont Artist Development Grant**

**Recipient of Marshall Road Elementary School 2002 Human Relations Award**