

CAT LORE STOLZ

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HIGHLY PROACTIVE AND RESULTS-DRIVEN PROFESSIONAL WITH EXPERIENCE CREATING INSTRUCTIONAL MATERIALS, DESIGNING STYLE GUIDES, AND AUTHORIZING TECHNICAL DOCUMENTATION SEEKS POSITION IN INSTRUCTIONAL DESIGN AND TRAINING TECHNOLOGY.

INSTRUCTIONAL AND DESIGN EXPERIENCE

OPERATIONS MANAGER

February 2019-April 2020

Aquent, Boston MA

- Conducted in-depth job task analysis and needs assessment to identify knowledge gaps, curriculum objectives and desired outcomes.
- Created and implemented training materials and job aids, including interactive checklists and instructional videos, reducing time consuming errors by 60% and increasing employee and manager satisfaction.
- Consulted with stakeholders to streamline and optimize employee travel and expense reporting process for accounts of varying size, increasing efficiency and accuracy of reporting by 40%.
- Trained teammates on travel and expense processes and led regular meetings to keep them up to date on process developments and changes, liaising between stakeholders and support team.
- Designed the document style guide, authored more than 15 documents, and edited and formatted over 50 documents while leading my team through creation of uniform Standard Operating Procedure documentation for all essential tasks. Created an indexing system to maintain organization and ease of use of these SOPs.
- Supported a 350+ talent, \$32,000,000 account through the travel and expense reporting process and ensured timely payouts and accurate client billing.

EXECUTIVE OFFICE MANAGER

2013 - 2017

Sans Stress Massage, Somerville MA

- Developed customized, effective strategies for ensuring client compliance with take-home instructions.
- Provided client and community education through clear, concise verbal and written instruction, incorporating graphics when appropriate, including treatment plans and goals.
- Developed all marketing materials, including business cards, brochures, flyers, and web graphics, using Photoshop, Illustrator, and InDesign.
- Designed and maintained website using WordPress, including custom manipulation of theme CSS.
- Developed communication with clients and community through creating and executing marketing campaigns, increasing client base through marketing, social media, and referrals.
- Managed all aspects of business operations from client-facing roles to back end including managing all client accounts using CRM, communications, and scheduling.

BOOKBINDING INSTRUCTOR

2008 - 2010

Paper Source, Brookline MA

- Created clear instructional handouts for complicated handcrafting tasks according to the project goals.
- Taught bookbinding workshops to groups of 2-10 adults.

SKILLS SUMMARY

- Technologically adept and quick learner of software and systems.
- Experience designing and supporting instructional materials, reducing time consuming errors by 50% and increasing employee and manager satisfaction.
- Excellent communication, content development, presentation, and writing skills. Able to elicit salient information from subject matter experts and stakeholders. Practiced in handling expectation management and confidentiality.
- Knowledge of instructional design methodology, adult learning theory, evaluation skills, process skills, coaching, and facilitation.
- Independent, driven individual with a natural sense of organization and ability to manage multiple tasks and change gears as priorities shift.
- More than 10 years experience in providing highest-quality customer service.

EDUCATION

SMITH COLLEGE 2005

Bachelor of Arts in Studio Art

Concentration in Typographical & Book Design

Worked as a TA in computer science classes

NH INSTITUTE FOR THERAPEUTIC ARTS 2010

Massage Therapy Certificate

ADDITIONAL TRAINING 2020

Responsive Web Design

Certification: freecodecamp.org

Become an Instructional Designer

Learning Path: Lynda.com

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INSTRUCTIONAL AND DESIGN EXPERIENCE CONT'D

TEACHER AND DESIGNER

2005 - 2007

Needham Extended Day Program, Needham MA

- Planned and facilitated activities including arts and crafts, science experiments, and games for a class of 25 fourth and fifth graders.
- Created curriculum and taught 8-week bookmaking course for fourth and fifth graders exploring a variety of simple book structures and culminating in an exhibition for families and friends.
- Designed yearbook for graduating students using Photoshop and InDesign.
- Designed new logo and website for the program using Illustrator, HTML, and CSS.

SOFTWARE

- Adobe Creative Suite
- CSS
- HTML
- Canvas
- Communication: Zoom, Skype, Hangouts, Meet, Slack
- Systems: Microsoft Office, G-Suite, macOS

OTHER EXPERIENCE

ADMINISTRATIVE ASSISTANT

2018-2019

Greater Boston PFLAG, Waltham MA

- Ensured overall operational functionality of the office including managing supply and materials inventory and keeping stocked supplies organized.
- Provided administrative support to Executive Director and team as required.
- Entered gifts into Salesforce database and kept documentation of giving and thank you letters for annual fund drive.
- Handled community and donor outreach via Constant Contact, Facebook.

LEAD THERAPIST

2012-2013

Bodywaves Therapeutic Massage, Boston MA

- Authored documentation for client communications protocol; trained staff in said protocol.
- Disseminated communications from management to staff, acted as point person for communication with management and to help staff members troubleshoot any challenging issues that may arise.
- Assisted with setup of CRM, marketing campaigns, and blog, including editing and proofreading work.
- Created images and presentations for public engagement projects using Photoshop and Powerpoint.

MASSAGE THERAPIST

2011-2012

Body Therapeutics, Worcester MA

- Provided client education through clear, concise verbal and written instructions.
- Assessed needs of individual client and engaged client to draw out information needed to provide a therapeutic treatment.
- Maintained HIPAA privacy standards in documentation and communications.