

Sarah Zakaria

P.O. Box 60528, San Diego, CA 92166 *tel:* 619.560.3701 *email:* sdgzakaria@gmail.com

SUMMARY

Excellent in-classroom, in the field and online instruction, dedicated to student success
20+ years in project and program management; staff, volunteer, and student leadership
Unique expertise in higher education & nonprofit management
Strong organizational skills and attention to detail
Highly effective interpersonal relations
A solution-oriented creative thinker with tenacity

EDUCATION

Master of Arts in Museum Education, May 2004
University of the Arts, Philadelphia, PA

Bachelor of Arts in Anthropology, August 1999
George Washington University, Washington DC

Post-graduate Leadership Coursework:
Common Leadership Challenges
Succeeding as a Supervisor
UCSD Rady: Finances for Non-Financial Managers

Archaeological Field School, 1997
Institution for Vertebrate Paleontology and
Paleoanthropology, Zhoukoudian, China

TEACHING & ACADEMIC RESEARCH EXPERIENCE

Excellent in-classroom and online instruction for undergraduate students, adult continuing education, elementary school enrichment.

Undergraduate, Graduate and Adult Continuing Education

University of San Diego

Lecturer, Content Developer

January 2019 – present

Teach in-person and synchronous, remote undergraduate courses in the nonprofit leadership minor at the School of Leadership and Educational Sciences (SOLES). Curate reading selections, develop online content and engage industry speakers that reflect diversity, inclusive and equity practices as well as students' interests. LEAD 185, LEAD 352. Rewrite curricula to meet USD's Core Curriculum standards with diversity, equity & justice flags and oral communication designation.

Teach & develop content for online asynchronous professional development courses in nonprofit management certificate program through Professional and Continuing Education for working professionals and career-changers. Developed new curricula including online presentations, quizzes and assignments for certificate course Developing Effective Nonprofit Boards.

Co-principal researcher

December 2020 – May 2021

Engaged in IRB-approved human research interviews with unsheltered transitional age youth. This project is a part of the Urgent Challenge Collective research grant on Homelessness in San Diego. The research question focused on what barriers exist for youth who attempt to access resources when they are unsheltered and unaccompanied. Working as part of the faculty, graduate and undergraduate student team, conducted literature review, edited IRB proposal, coordinated interviews, transcribed recordings and arranged for incentives, analyzed interview themes and prepared report and outward facing infographic.

Louisiana State University, Shreveport

September 2018 – present

Adjunct Faculty, Guest Lecturer and Online Content Developer

Teach asynchronous, remote seminar courses to graduate students enrolled in online master of science in nonprofit administration with fundraising concentration. Designed learning outcomes, assessment activities, recorded lectures, and curated articles and media content. Developed self-guided student orientation for incoming online graduate students including the topics of research and study skills, academic integrity, plagiarism prevention, writing in APA style as well as an introduction to the nonprofit sector. NPA 763: Seminar in Planned Giving, NPA 798 Nonprofit Directed Project.

Ensign College (formerly LDS Business College)

January 2018 – April 2018

Guest Group Facilitator

Facilitated in-person group discussions in San Diego using prepared content and activities for a 12-week seminar Self Reliance Personal Finance course.

University of San Diego, San Diego, CA

Guest Lecturer

2014, 2015, 2016

Addressed best practices, application, theory and issues in philanthropy at nonprofit leadership seminar for undergrads.

The Church of Jesus Christ of Latter-day Saints*Adult Sunday School Instructor*

February – May 1999; August 2015 – April 2018

Developed lesson plans and facilitated discussion at weekly in-person class for adults ages 18-90. Maximized in-class time with thought-provoking questions and discussions, encouraging students to share their questions and perspectives on topics and their relevance.

University of San Diego and UC San Diego

2008 – 2016

Industry Professional Mentor

Mentored traditional and non-traditional undergraduate and graduate students one-on-one as an industry professional. Discussed courses, majors, internships, summer abroad programs, academic progress and skills required for anticipated industries and fields. Facilitated student and alumni informational interviews as well as reviewed and edited resumes, and shared job leads.

Online Webinar Facilitator

Hosted monthly webinar series and introduced guest speakers, fielding live chat questions and concluding statements. Recorded online presentations and posted to university's YouTube Channel.

Kids Included Together, San Diego, CA

2007 – 2008

Instructor/Trainer

Trained front-line educators how to integrate children with special needs with typically developed children in after-school and summer camp programs.

San Diego Natural History Museum*Instructor Trainer*

2005 – 2007

Conducted professional development and annual trainings for 47 summer camp instructors, assistants and aides.

Misión Argentina Salta, Jujuy and Santiago del Estero, Argentina*Volunteer English language Instructor and Radio Host*

December 2000 – March 2002

Taught community English language classes in rural communities of Jujuy and Santiago del Estero provinces in northern Argentina. Trained and mentored other volunteer representatives. Hosted 30-minute local radio show.

ADMINISTRATIVE EXPERIENCE

20 years of project management, event production and staff, volunteer, student leadership in higher education and non-profits

Friends of Tecolote Canyon, San Diego, CA

September 2020 – June 2021

Education Consultant

Consulted on mission-focused educational activities including its ESCAPE to Nature program during COVID-19 pandemic.

University of San Diego, Alumni Relations, San Diego, CA

April 2012 – March 2016

Associate Director

Engaged Young Alumni and Students through programs, leadership opportunities and philanthropy. Advised student leaders in the Student-Alumni Association and other programs. Staffed the Alumni Board Philanthropy Committee and served as liaison to the Young Alumni Network. Managed alumni scholarship programs, cultivating and stewarding donors.

Alumni & Young Alumni Engagement

- Liaised with Alumni Association Board Philanthropy committee, which developed Torero Regional Rally competition, raising participation for alumni groups to unheard of levels.
- Coordinated young alumni committees for specific projects, such as the Recent Grad Communication Committee, Jamaica Young Alumni Reunion Trip, and Young Alumni Intramural Day.
- Managed projects for department Annual Report for three years, updating websites, and planning/hosting events.

Student Engagement

- Coordinated with current students to rebrand and renew student-alumni engagement traditions – Finals Feeding Frenzy, Networking with the Pros, and Take a Torero to Lunch.
- Developed with students new traditions like Toreros Got Talent – a student talent show during Homecoming's Tailgate with over 2000 attendees and 10 performances.
- Served as guest lecturer for undergraduate seminar course.

Scholarship Management & Philanthropy

- Created and continued to improve streamlined approach for scholarship volunteer reader review and selection through new scoring rubric and application randomizing. Collaborated with IT to integrate scholarship review and selection into new Sales Force CRM, creating cross-department business processes with Office of Financial Aid.
- Coordinated with Student Affairs, Annual Giving, and three student committees to create comprehensive Student Philanthropy Awareness/Donor Appreciation Week campaign complete with physical digital and social media components for three years.
- Applied for and secured funding through NEAT grant for special project. Secured event sponsorship from alumni-owned businesses and collaborated on employee giving campaign.

Analytics and Administration

- Created and hosted alumni webinar series – recruited, recorded, and posted speakers onto University's YouTube Channel.
- Coordinated with University Assessment Committee to create annual alumni survey tool for alumni, 5-years out, for both undergraduate and graduate alumni.
- Collaborated with team on Student Philanthropy efforts, raising student giving from 3.3% to 27% and senior giving from 26% to 40%.
- Organized 25th Anniversary Celebration for Senior Class Legacy Scholarship Program with matching gift from four alumni founders.

UC San Diego, Alumni & Constituent Engagement, La Jolla, CA

February 2008 – March 2012

Assistant Director

Provided project management and administration for high-energy, multiple-priority organization serving nearly 140,000 alumni through service, leadership, advocacy and philanthropic engagement.

Program Development & Project Management

- Coordinated logistics and execution of 80 regional and local programs including high-profile signature events and eight events in one weekend throughout California.
- Implemented policies, procedures, and work flow management systems in cross-divisional environment to achieve essential support. Organized spring retreat for regional alumni leaders.
- Managed a portion of UCSD Alumni social media engagement through LinkedIn and Facebook, as well as coordinated UCSD Alumni webinar series. Strategized appropriate communication tools to maximize visibility and impact for programs.

Relationship Management

- Identified and recruited key volunteers. Managed board and alumni volunteer prospects in donor and prospect management databases. Extracted reports and analyzed data to determine demographics of alumni distribution for recruitment campaigns.
- Actively managed 55 volunteer alumni leaders in 14 regional chapters (11 nation-wide and 3 international) and coordinated annual member donation campaigns. Created and implemented stewardship and recognition plans for key alumni leaders.
- Facilitated redefinition of regional alumni engagement and enhancement of alumni programs.

Social Media and Marketing

- Optimized appropriate communication tools for maximum visibility and program impact.
- Managed active section of UCSD Alumni social media engagement through LinkedIn and Facebook.

Volunteer Engagement Manager and Board Liaison

Identified, cultivated, recruited, trained, and recognized alumni and student volunteers. Established strong working relationships with Board of Directors, regional chapter leaders, University administrators, and development officers. Developed key objectives, strategies, and tactics for alumni volunteer initiatives.

Program Development & Management

- Worked with campus partners and program managers to recruit alumni volunteers for key programs.
- Prepared and managed budgets for board, regional chapter divisions, and volunteer programs.
- Maintained detailed records of income and expenditures, ensuring projected costs kept on target.

Information Management

- In collaboration with Data Management team, developed integrated system for tracking volunteer engagement within current database. Managed and updated volunteer information.
- Created policies, procedures, and staff protocols for recording, tracking, and reporting alumni volunteer engagement. Provided quarterly reports of number of volunteers, programs, and evaluation results.

Volunteer Portfolio Management

- Developed reports for UCSD board/advisory council service opportunities for engaged alumni leaders.
- Assessed and discovered future pipelines for alumni leadership opportunities.

San Diego Natural History Museum, San Diego, CA

July 2004 – February 2008

Program Manager

Coordinated and managed 150+ continuing education opportunities annually for adults, families, and children, including partnership programs with 15 Balboa Park Institutions.

Project Management:

- Acted as manager-on-duty during weekends, including logistical responsibility for all programs, field trips, and family days. Program attendance ranged from intimate 10 to nearly 2,500 people.
- Conducted informal and formal evaluations of exhibitions and programs. Produced program reports, proposals, and evaluation reports for return of cash flow analysis.
- Designed curricula; taught and implemented after-school programs, summer camps, scout programs, and overnight adventures.

Staff Leadership:

- Recruited quality staff and actively managed a 54-person team. Acted as curriculum advisor for 14 staff members. Supervised program assistants, instructors, teaching assistants, and camp aide volunteers.
- Developed and implemented policies and procedures to ensure successful, efficient, and safe programs, including updating or creating training manuals for new instructors. Contacted unaffiliated professionals to provide advanced training; facilitated training session utilizing multi-media resources.

Fiscal Management & Grant Writing:

- Developed and managed annual budget for youth and family programs.
- Successfully applied for grants that secured funding for museum programs and field research. Provided direct support for grants with program descriptions, participant comments, and photographs.
- Preserved educational program capacity and revenue despite 40% reduction in space availability. Secured new revenue streams by contracted fee-for-service.

Community Relations:

- Served as primary representative at Balboa Park Educators' Council (BPEC) and developed rapport with other museums and institutional administrators, educators, and volunteers for collaborative programs and events.
- Participated in committees including BEWiSE Committee, BPEC Publications Committee, San Diego Nature Education Initiative, and Hispanic Heritage Youth Awards Selection Committee.
- Maintained relationships with students, parents, teachers, supervisors, and other Museum staff.

University of Pennsylvania Museum of Archaeology and Anthropology, Philadelphia, PA

Graduate Education Intern

September 2003 – May 2004

- Supported education mission and activities of museum and understanding and delight in ancient cultural diversity of humans among young students today.

Philadelphia Museum of Art, Philadelphia, PA*Audience Researcher*

September 2003 – May 2004

- Conducted in-person surveys of visitors to special art exhibitions to provide data of economic impact.

Gunston Hall Plantation, Mason Neck, VA*Archaeological Assistant*

June 2000 – August 2000

- Supervised and Mentored high school and college students enrolled in summer archeological field school.
- Conducted archaeological survey of south side of property and discovered cobble road.

Association of Systematic Collections, Washington DC

February 1999 – August 2000

Annual Meeting Coordinator

- Provided staff support and logistics coordination for annual meeting in Baltimore, MD.

Smithsonian Institution, National Museum of Natural History, Washington DC

February 1999 – August 2000

Research Assistant

- Provided research and administrative support to five professional archaeologists, anthropologists and ethnographers.
- Conducted literary research, verified facts, and maintained loan database for traveling exhibition.
- Designed, contributed, edited, and produced Arctic Studies Center annual newsletter.

PRESENTATIONS AND PUBLICATIONS

- Presentation at Sharia's Closet Board Retreat on Purpose-driven Boards and Generative Thinking, January 28, 2023
- Publication - Stern, S., Zakaria, S., Prather, C., Gonzales, J, Lucky, C., Turner, L. (2021). Youth Homelessness in San Diego Understanding Obstacles to Service Use. Final Report for Urgent Challenges Initiative Research Grant. University of San Diego.

HONORS, AWARDS, AND CERTIFICATIONS

- California State Licensed Private Professional Fiduciary, 2024 and National Certified Guardian (NCG), 2024
- Collaborative Institutional Training Initiative (CITI) Human Subjects Research - Social & Behavioral Research – Basic, completed on January 13, 2021; expires on January 13, 2024
- Awarded Mentor of the Year, University of San Diego Leadership Mentor Program, 2019
- Awarded Cotlow Anthropological Field Research Grant (*CAFR*), GWU, 1997
- Awarded with Special Honors for Senior Honors Thesis at George Washington University, 1999
- Certified National Interpretive Trainer (40-hour Certification by National Association for Interpretation), 2005
- Certified National Interpretive Guide, 2005
- Selected for and completed UC MSAP - Management Skills Assessment Program (3-day training & assessment), 2010
- Young Professional Delegate, San Diego-Yokohama Sister City Society, 2005

CONTINUING EDUCATION WORKSHOPS

Teaching in the Age of ChatGPT, June 2023

Faculty Reading Circle: Robot-Proof: Higher Education in the age of Artificial Intelligence by Joseph Aoun, June 2023

Contemplative Practice & Pedagogy, May 2023

Race Talks Coaching Circles, April 2021 and September 2022

VOLUNTEER WORK & SOCIETAL AFFILIATIONS

USD Leadership Mentor Program

Mentor for undergrad and graduate students, 2015–2019

San Diego Audubon Society Board of Directors

Member/Education Committee, 2009–2016

No Place for Hate Subcommittee

Member, Kids First at Sunset View, 2018

Museum Educators of Southern California

Board Member, 2007–2008

Sunset View Elementary School

Enrichment Volunteer, 2015–2019

Alliance for African Assistance

Resettled Refugee Family Mentor, 2016

San Diego Public Affairs/Communications Committee

Secretary, 2018–2022

Balboa Park Educators Council

Member, 2004–2008

COMPUTER SOFTWARE COMPETENCIES

Database Systems/Hardware

Sage Millennium, Ellucian Advance, Sales Force

BSR Events Management

Meraki/Cisco, Mac/PC

Office/Web Applications

Microsoft Office Suite, Adobe, Noetix, iModules,

Gotowebinar, Adobe Connect, Oracle, SharePoint

Moodle, Blackboard, Banner, Zoom, Workday, Canvas

OTHER QUALIFICATIONS

Spanish Language Proficiency in reading, writing and conversation

Strong work ethic and research skills

Deep interests in nearby nature, human behavior, psychology, ancient and modern cultures/religions, American stand-up comedy, visual and performing arts, bike riding, Lagree/pilates, baking, gardening and bunny husbandry.

CHRONOLOGICAL

1996 to 1999

George Washing University, Bachelor of Art degree – Washington DC

1999 to 2000

Smithsonian, Research Assistant – Washington DC

2000 to 2002

Misión Argentina Salta, Volunteer – Salta, Argentina

2003 to 2004	University of the Arts, Master of Art degree – Philadelphia, PA
2004 to 2008	San Diego Natural History Museum, Program Manager – San Diego, CA
2008 to 2012	UC San Diego, Assistant Director – La Jolla, CA
2012 to 2016	University of San Diego, Associate Director – San Diego, CA
2018 to present	Louisiana State University, Adjunct Faculty – Shreveport, LO
2019 to present	University of San Diego, Lecturer – San Diego, CA