

# ALLISON REEFER

Pittsburgh, PA · Contact me through website form  
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## EXPERIENCE

OCTOBER 2018-PRESENT | PITTSBURGH, PA

**SERVICE COORDINATOR (IMMIGRANT SERVICES AND CONNECTIONS),** JEWISH FAMILY & COMMUNITY SERVICES

- Help 60+ clients per year connect to services through skills building and advocacy
- Learn about and interact with various providers in city, including medical providers, welfare, housing authorities, courts and legal providers, and more
- Manage client data and files
- Participate in planning team for World Refugee Day, focusing on marketing & graphics

JULY 2016-PRESENT | PITTSBURGH, PA

**FREELANCE WRITING, DESIGN, & MARKETING,** VARIOUS CLIENTS

- Write content for human rights careers websites: Human Rights Careers, Global Peace Careers, Refugee & Immigrant Rights Careers (contracted through UpWork – July 2016-present)
- Run marketing strategy, website, and social media for the Imagine Conference (North Way Christian Community – January 2018-present)
- Create graphics, print materials; manage social media; develop marketing strategy (RealTime Interventions – January 2019-present)
- Redesigned poster for Pittsburgh Financial Empowerment Center (AdvantageCCS – May 2019)
- Designed marketing materials & content for Artsburgh (Greater Pittsburgh Arts Council – March 2018-October 2018)

APRIL 2016-OCTOBER 2018 | PITTSBURGH, PA

**FREELANCE MARKETING & COMMUNICATIONS,** NORTHERN AREA MULTI-SERVICE CENTER

- Designed, wrote, and published quarterly newsletter
- Designed posters and digital graphics for dept. events and programs, including World Refugee Day Pittsburgh 2018 and Refugee Health Fair 2018
- Created and managed dept. Facebook page, including Facebook ads, events, & campaigns
- Developed messaging and branding strategies for department

**SERVICE COORDINATOR (IMMIGRANT SERVICES AND CONNECTIONS),** NORTHERN AREA MULTI-SERVICE CENTER

- Helped 60+ clients per year connect to services through skills building and advocacy
- Trained in immigration law to gain DOJ legal accreditation status
- Conducted outreach to community members and train volunteers about refugees and NAMS

MAY 2015-APRIL 2016 | PITTSBURGH, PA

**STORE MANAGER,** LIVING IN LIBERTY'S REPURPOSED FOR KIDS

- Created and managed store social media pages (Facebook, Twitter, Instagram), including design of digital graphics
- Planned and executed sales and store campaigns
- Managed store products, staff, volunteers, and donations

**SEPTEMBER 2014-APRIL 2015 | ALMATY, KAZAKHSTAN VIA COMPUTER**

**VIRTUAL INTERN, USAID CENTRAL ASIA REGIONAL**

- Gathered data and statistics to create brochures highlighting Maternal Child Health, Family Planning, and Reproductive Health programs throughout Central Asia

**JUNE 2014-AUGUST 2014 | BELGRADE, SERBIA**

**INTERN, INTERNATIONAL ORGANIZATION FOR MIGRATION SERBIA**

- Worked with Human Trafficking Program Supervisor to research labor trafficking trends, develop a new program to target labor trafficking, and conduct trainings for key stakeholders around the country

**SEPTEMBER 2012-DECEMBER 2012 | WASHINGTON, DC**

**INTERNATIONAL PROGRAMS INTERN, US DEPT OF STATE, OFFICE TO MONITOR & COMBAT TRAFFICKING IN PERSONS**

- Gathered data and created database/spreadsheet for future funding strategies
- Managed travel plans, visa applications, and grant files
- Trained in how to use US federal grant databases

## SKILLS

- |                                |                               |                          |
|--------------------------------|-------------------------------|--------------------------|
| • Social/qualitative research  | • Adobe Creative Suite        | • Marketing analytics    |
| • Cross-cultural communication | • Digital design & layout     | • Content strategy       |
| • Client-centered goal setting | • Informational writing       | • Social media platforms |
| • Basic HTML/CSS               | • Intermediate Russian        | • Editing                |
| • Google Drive, Dropbox, Slack | • Mailchimp, Constant Contact | • Wordpress, Bluehost    |
| • Procreate                    | • Canva, Over graphic design  | • Task management apps   |

## EDUCATION

**PITTSBURGH, PA - 2015**

**MASTER OF INT'L DEVELOPMENT, UNIVERSITY OF PITTSBURGH**

**Master of Human Security | Certificate in Eastern European Studies**

Foreign Language Area Studies Fellowship Recipient – 2014/15

Internship with International Organization for Migration in Serbia

**BEAVER FALLS, PA - 2013**

**BA IN INFORMATIONAL WRITING, GENEVA COLLEGE**

**Minor in Sociology | Minor in Political Science**

Honors program participant

**WASHINGTON, DC - 2012**

**CERTIFICATE IN PUBLIC POLICY, AMERICAN STUDIES PROGRAM (CCCU)**

Internship with US Dept. of State Trafficking in Persons Office | Specialization in Immigration Policy

**COURSERA ONLINE - 2019**

**VISUAL ELEMENTS OF USER INTERFACE DESIGN**, CALIFORNIA INSTITUTE OF THE ARTS  
Certificate in Interface Design

## **ACTIVITIES**

- Outreach and Missions Coordinator, North Way Christian Community East End (Mar. 2019-present)
- Becoming.tv blog writer, Instagram story creator (online, 2016-present)
- Allegheny County Immigrants & Internationals Children & Youth Committee representative for NAMS (Pittsburgh, PA, 2016-2018)