

Rosa Di Virgilio Taormina

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QUALIFICATIONS

- 18 years experience in program administration encompassing growing responsibility
- Detail-oriented problem solver able to balance both big picture and immediate priorities
- Self-starter who demonstrates great interpersonal skills and works well with multiple constituents
- Team player requiring minimal supervision with the ability to pick up technical skills quickly

WORK EXPERIENCE

- Little Lemon Boutique, Sole Proprietor
Owner, Designer, Manufacturer, Marketer 2012-present
- Oversee daily business operations
 - Design, create, and update website
 - Research and implement best practices in product manufacturing
 - Maintain social media presence on Instagram and FaceBook
 - Oversee marketing efforts
 - Manage bookkeeping and tax records for filing with the Commonwealth
 - Provide exceptional customer service and build customer relationships
- Salem State University, Bertolon School of Business
Assistant Director of Operations, Assessment and Accreditation 2018-present
- Oversee assurance of learning (AoL) for all business school programs
 - Manage classroom and facilities refurbishment
 - Analyze AoL data, prepare related reports and graphics, and make recommendations for improvement
 - Create initial and final self-evaluation reports for AACSB initial accreditation bid
 - Manage business school budget and reduce unnecessary spending
 - Negotiated two multi-year contracts at a savings of 28% and 35%
- Association of Professional Administrators Union, Salem Chapter
Lead Grievance Officer 2018-present
- Assist Unit Members in understanding their rights as well as the differences between contractual and personnel issues
 - Investigate, prepare, file and present grievances
 - Work with Unit Members and Management to resolve issues at the lowest possible level
- Salem State University, Bertolon School of Business
Administrative Assistant II 2017-2018
- Organized all assurance of learning (AoL) materials for business school programs
 - Served as editor of school's social media accounts
 - Assisted with data collection, as requested by Dean
- Brandeis University, Women's Studies Research Center
Program Administrator 2011-2017
- Managed program of 85+ Scholars, including orienting new scholars, overseeing committees to ensure productivity, and maintaining records
 - Created, implemented, and documented policies to address program deficiencies
 - Liaised with Board of Directors, University Administrators and Departments
 - Wrote content for Website, Events Calendar, Program Guide and Policy Handbook
 - Spearheaded a "green" initiative and moved to a digital calendar of events at a cost savings of 92%.
 - Implemented primarily digital communications including digital file keeping and online application submission
 - Instituted an application fee to generate program revenue

Program Manager 2009-2011

- Led the creation of a new Membership Program and oversaw implementation
- Worked within new budget constraints to produce attractive publications
- Initiated the production of an annual report, highlighting accomplishments of approximately 85 Scholars and the Center

Senior Program Coordinator 2007-2009

- Initiated redesign of website and conversion to Content Management System
- Implemented secure portion of website for internal only access
- Oversaw and ran semi annual meetings/events including board meetings and orientations

Program Coordinator 2003-2007

- Incorporated tasks, previously handled by volunteers, into position
- Established guidelines for program procedures
- Initiated redesign of Lecture Calendar and Scholars Guide

PROFESSIONAL DEVELOPMENT

- Women's Leadership Mastermind Program, November 2019-April 2020, Salem, MA
- AACSB Conferences and Seminars:
 - Global Accreditation Conference, September 22-25, 2020, Virtual
 - International Conference and Annual Meeting, April 26-28, 2020, Virtual
 - Global Accreditation Conference, September 15-17, 2019 in San Antonio, TX
 - Assessment and Impact Conference, March 17-19, 2019 in Charleston, SC
 - Annual Accreditation Conference, September 23-25, 2018 in Washington, DC
 - Assurance of Learning II Workshop, March 14-15, 2018 in Baltimore, MD
 - Business Accreditation Seminar, October 2-3, 2017 in Portland, OR

PRESENTATIONS

Taormina, R. D. and Marin-Zapata, S. (2021, March 8-11). *Earning Your Ducks: Gaining Faculty Buy-In to AoL* [Conference presentation]. AACSB 2021 Innovative Curriculum Conference, Virtual, United States.

PUBLICATIONS

Shea-Van Fossen, Rita & Taormina, Rosa & LaCasse, JoDee. (2021). Selecting and using faculty data management software systems. *Organization Management Journal*. ahead-of-print. 10.1108/OMJ-04-2021-1210.

SKILLS

Programs/Software

Microsoft Office ●●●○ Microsoft Project ●●○○ Microsoft SharePoint ●●○○ Microsoft Teams ●●○○ Adobe Creative Suite ●●○○
Content Management ●●●○ MAC OS ●●●○ PeopleSoft and Oracle ●●○○ Google Drive ●●○○ Social Media Platforms ●●●○ Tableau ●●○○ Digital Measures ●●○○

Languages

Italian ●●○○

AWARDS

2018 Commonwealth Citation for Outstanding Performance

EDUCATION

Brandeis University Division of Graduate Professional Studies
Project and Program Management Program, 3.78 GPA 2014-2017

Massachusetts School of Law
Juris Doctor 2007

Providence College
Bachelor of Arts in Social Science with Italian Minor 2002