

Joan Concilio

(they/them or she/her)

*Experienced project manager. Systems thinker. Web developer.
Writing and editing professional. Accessibility advocate.
Data analyst. Organized as all get-out.*

FULL-TIME POSITIONS

FHI 360

Business systems analyst II

April 2022 - present

- Provide business analysis, QA, documentation and technical support for the English Access Microscholarship Program (Access), funded by the U.S. Department of State
- Perform requirements-gathering exercises with stakeholders and users of the Access Program's custom-built software applications, developed for the program by FHI 360
- Write and prioritize user stories with detailed testing plans
- Create documentation and lead training for State Department and Embassy stakeholders and users
- Serve as one of three primary internal QA testers
- Help to oversee the Access systems helpdesk
- Design and lead systems team's multi-year project to improve accessibility of Access applications

Cognition Studio

Technical project manager

Dec. 2021 - April 2022

- Oversaw effort allocation and assignment - and shepherded project progress from development team handoff through completion - for a boutique agency catering to clients in biotech and life sciences
- Performed both front- and back-end development work as needed
- Served as primary internal QA tester
- Developed and implemented process for technical and functional requirements-gathering
- Created statements and scopes of work and technical and functional specification documentation
- Conducted meetings, reviews and training sessions with client stakeholders, including executive leadership
- Consulted with studio teams and clients on accessibility, diversity and SEO best practices

Penn State College of Medicine

Multimedia (web content/design) specialist

Feb. 2015 - Dec. 2021

- Managed and created content and design for more than 50 websites or sections under the Office of the Vice Dean for Research and Graduate Studies using WordPress and Liferay platforms with advanced custom development

Florence, AZ, and Spokane, WA

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SKILLS

- Project management
- Business analysis
- Data definition, management and analysis
- Trello, Wrike, Jira, Confluence, and other project management and documentation systems
- Workflow design and process improvement
- Agile methodologies
- Writing and editing
- WCAG/Section 508 accessibility web design and development
- Regulatory compliance
- Adobe/Microsoft/Google product suites
- HTML, CSS, PHP, Javascript
- WordPress, Craft, Drupal, Liferay and other CMSes
- SEO best practices
- Curriculum development (preschool through postgraduate-level)
- Digital analytics
- Associated Press style
- Infusionsoft, Aweber, Mailpoet, Mailchimp, HealthGrades and other email/CRM tools
- Customer service
- Public speaking

REFERENCES

References available upon request.

- Managed projects to redesign and relaunch numerous websites to modernize, centralize publication, and meet WCAG accessibility requirements
- Developed standardized, time-saving workflows for continued updating and maintenance
- Trained staff across the organization on best practices related to accessibility, mobile-responsiveness, data management and other key topics
- Helped develop oversight and policy protocols for digital solutions
- Served as project owner for launch and ongoing enhancements of University-wide clinical trials website and accompanying centralized, compliant volunteer repository
- Served as project manager for the launch and ongoing development of University-level websites related to faculty research networking
- Served on University and campus committees for diversity, equity and inclusion, including subcommittee of the Select Penn State Presidential Commission on Racism, Bias and Community Safety focusing on completing a full DEI inventory, as well as numerous task forces on accessibility and LGBTQIA+ issues (co-leader, College of Medicine Disability Affinity Group and College of Medicine Sexual and Gender Minority Affinity Group)
- Spoke externally on behalf of the organization on accessibility and diversity-related issues

York (Pa.) Daily Record / Sunday News

Innovation editor

Sept. 1999 - Feb. 2015

- Managed efforts across the newsroom to update the company's flagship site, www.ydr.com, as well as a family of more than 7 other key sites, as well as a network of related mobile apps and social-media/commenting platforms
- Edited staff reporter and correspondent writing for style and content
- Developed workflows for writing, editing and publishing material (staff-produced, freelancer-produced and community-submitted) across platforms
- Served as project implementation team co-lead for installation of new content-management system
- Served as key data analyst for many award-winning large-scale investigative journalism projects
- Supervised staff of up to five full-timers and dozens of part-timers/freelancers
- Managed departmental operational and capital budgets
- Previously served in a number of other roles (reporter, content editor, layout editor/designer, community editor, etc.)

OTHER POSITIONS

Progressive Publishing Services

Curriculum accessibility writer and editor

Sept. 2019 - present

- Provide subcontracted services writing and editing image alt text for an educational publishing company whose clients include McGraw-Hill Higher Education, Capstone, Pearson and others

SPEAKING

- **Dump the documents: Examples of a “no file downloads” approach to accessibility**
Accessing Higher Ground (Association on Higher Education And Disability conference)
Nov. 15 to 19, 2021
- **Good data in, great results out**
Pure International Conference
Oct. 31, 2018
- **[Picture of woman hunched over keyboard, typing furiously]: Case studies in implementing accessibility for difficult content**
WPCampus
Jan. 30, 2018

CERTIFICATIONS

Project DPro Foundation Examination: Project Management for Development Professionals

Issued August 2022 by PM4NGOs

EDUCATION

MPS, Homeland Security - Public Health Preparedness, Penn State, 2019

4.0 GPA

BS, Mathematics, York College of Pa., 2002; minors in philosophy and Spanish

Summa cum laude (4.0 GPA); member, Alpha Chi honors fraternity; Winner, Cayce Co. Senior Math Award for reading and research in mathematics

Autism Services, Education, Resources, and Training Collaborative (ASERT)

Web developer and project manager

July 2018 - present

- Provide contracted services managing the website network for a statewide resource hub for people with autism, their families and professionals, funded by the Commonwealth of Pennsylvania Department of Human Services Office of Developmental Programs (including new feature development, content support, and project-management support)
- Managed project to relaunch entire website network on new platform to give the ASERT team the ability to directly manage resources and post them in ways that are WCAG accessibility compliant, a requirement of the network's funding mechanism that was previously not being met
- Early in COVID-19 pandemic, worked to quickly launch AIDinPA.com, a standalone resource website designed to meet the specific needs of people with autism related to COVID; later transitioned this to a general emergency preparedness/key issues microsite
- Lead transition to new e-learning platform and provide ongoing curriculum design support, specifically focused on accessibility and user experience, as well as integration with main site network
- Provide technical documentation and other information to meet requirements for grant submission

Technical Penguins, LLC

Co-owner

Sept. 2017 - present

- Co-own and operate a full-service web consulting company
- Work with Chief Technical Officer to provide contracted support to small, mid-sized and large organizations across the country
- Serve as primary business-acquisition and customer relationship coordinator
- Before incorporating under this name, worked in freelance web development and support since 1999

Pengins For Everyone

Co-founder

Dec. 2015 - present

- Co-created and continue to manage a 501(c)(3)-registered charitable organization devoted to giving stuffed penguins (or, as we say, "pengins") away to those who might benefit from a small pick-me-up
- Helped to create front- and back-end management infrastructure that handled an influx of 20,000 requests in the span of a few days when the project went viral
- Successfully have given away more than 1,100 stuffed animals, with approximately 200 more on hand to be sent, raising more than \$6,000 in donor funding through social-media campaigning
- Manage ongoing requirements for nonprofit compliance, including maintaining GuideStar Platinum Seal of Transparency, Network for Good membership, and Charity Navigator listings

AWARDS

- Outstanding research staff member, Penn State College of Medicine, 2021
- Best poster, World Association for Disaster and Emergency Medicine 2019 Annual Conference, A Mixed-Methods Analysis of the Spatial and Temporal Relationship between Boko Haram Activity and Lassa Fever Incidence in Nigeria 2017-2018
- Second-degree black belt, Dover Dragons Tae Kwon Do, 2017
- First place, best education mobile website, MobileWebAward, 2016
- First place, best feature writing, Keystone Press Awards, 2016, Lassa fever in York County
- First place, best blog, Keystone Press Awards, 2013, Only in York County (www.yorkblog.com/onlyyork); also second place, 2011 and 2012
- First place, community service, Keystone Press Awards, 2011 and 2012, "Ask Joan" reader-mailbag marketing campaign
- Newspaper Excellence in Cyberspace 2009, 2010 and 2011 awards, ydr.com
- Society for American Business Editors and Writers "Best in Business Enterprise 2004," Pennsylvania Associated Press Managing Editors "Best Business Writing 2005" and Keystone Press Awards 2004 first-place business/consumer story, all for "Shopping Around/Convenience at a Cost"