

Tahirih Varner

tahirih.varner@gmail.com | 404-291-8293 | P.O. Box 331, Scottdale, GA 30079

Conflict resolution practitioner, project manager and trainer able to communicate effectively with all. Mission and results-driven, global-minded, service-oriented, relationship focused, professional and passionate
...my goal in any role is to facilitate the **peaceful empowerment** of both the individual and larger community.

ESSENTIAL PROFICIENCIES

Skill Set	Proficiency	Years	Tools
Project Management	Intermediate	10+	•Analysis, Project Design, Implementation, Assessment
Training/Facilitation	Advanced	10+	•Simulation, Role Play, Engaging Activity, Dialogue, Lecture
Alternative Dispute Resolution	Advanced	9+	•Mediation, Shuttle Diplomacy, Systems Analysis, Coaching
Bi-lingual Spanish/English	Intermediate	30+	•Written/Read/Verbal Communication

EDUCATION & CERTIFICATES

International Ombudsman Association | **April, 2018**

Certified Organizational Ombudsman Practitioner

International Institute of Restorative Practices | **April, 2018**

Licensed Trainer of Introduction to Restorative Practices and Facilitating Talking Circles Workshops

Temple University & Georgia State University | **August, 2012**

Certified Trainer of the Conflict Resolution Education Teacher Education Curriculum

Kennesaw State University | **December, 2010**

Master of Science in Conflict Management (Dispute Systems Design, Civil Mediation Training, Conflict Coaching, etc.)

Georgia College & State University | **May, 2004**

Bachelors of Arts in Spanish and Rhetoric (Magna Cum Laude)

Presidential Scholar, Kappa Mu Epsilon and Phi Kappa Phi Honor Societies Inductee

PROFESSIONAL EXPERIENCE

Director of Ombuds Services | **University of West Georgia**

July, 2019 – Present

University Ombudsperson | **University of West Georgia**

February, 2017 – June 2019

- Offer confidential conflict coaching, shuttle diplomacy, mediation, policy interpretation and other alternative dispute resolution services to student, staff and faculty visitors to the Office of the University Ombuds
- Offer regular training/programming on communication, leadership development, diversity, inclusion and implicit bias, conflict management and resolution for campus community as well as community partners
- Chair of Complaint Abatement Team, comprised of University Legal Counsel, Associate Provosts, Dean of Students, Chief HR Officer, Title IX Coordinator and Chief Diversity Officer- our purpose is to assess conflict, mitigate escalation and evaluate dispute systems and structures for efficiency and effectiveness**
- Presented and served as panelist at the Summer Academic Ombuds Meeting at Michigan State University, presented webinar for the International Ombudsman Association
- Awarded “Best of the West” President’s Division winner for exemplary demonstration of institutional values at the end of first year here**

Part-time, Temporary Consultant, Office of the Ombudsperson | Georgia State University

April, 2015 – December, 2016

Assistant Ombudsperson | Georgia State University

January, 2013 – April, 2015

Office of the Ombudsperson Coordinator and Student Liaison | Georgia State University

November, 2010 – December, 2012

Office of the Ombudsperson Temporary Administrative Assistant | Georgia State University

July, 2010 – November, 2010

- Offered regular training/programming on diversity, communication, leadership development, conflict management
- Offered confidential conflict coaching, shuttle diplomacy, mediation, policy interpretation and other alternative dispute resolution services to Office of the Ombudsperson visitors
- Project Manager and Host Committee Chair for annual Conflict Resolution Symposium (CRS)
- Raised approximately \$20,000 through grant writing and in-kind donation solicitation for one day CRS program**
- Served as Business Manager and Office Coordinator of department- hired, trained, managed others and annual budget of approximately \$200,000.
- Offered Conflict Resolution Education Teacher Education (CRETE) Training for pre-service and in-service teachers and administrators for graduate class and professional learning unit (PLU) credit
- Coached undergraduate student mock mediation “Peacemaking Team” – placed 2nd at first regional tournament
- Appointed to serve as GSU’s Campus Liaison on conflict management to the Board of Regents (BOR) of the University System of Georgia (USG)**
- Assembled and Chaired the GSU Campus Conflict Resolution Committee, which reports to the BOR’s Consortium on Conflict Resolution (CNCR)
- Awarded by the USG Chancellor’s Committee on Conflict Resolution as Outstanding Liaison of 2012 for efforts to assess and educate community on conflict resolution at GSU**
- Served as a CNCR system-wide mediator to help resolve conflict on other campuses within the USG

Bilingual Sales & Marketing Director | ADT Authorized Dealer, R.E. Marketing Inc.

January, 2005 – December, 2010 (This is a family business)

- Increased sales by 17% in first year with launch of Spanish marketing campaign
- Coordinated and evaluated work plans and productivity of sales and marketing team

Program Coordinator | Center for the Advancement and Study of International Education

December, 2007 – September, 2009

- Worked to coordinate International Baccalaureate trainings for accreditation, a Global Language Conference and other similar programs with facilitators and participants coming from around the world
- Served as registrar and customer service representative for major events
- Sourced and trained temporary staff and volunteers for major events
- Trained others on client registration system and information database
- Bid and approved contracts for major events planning logistics
- Decreased costs and increased productivity in project planning and implementation

Part-time ESOL and GED Teacher | Central Georgia Technical College

January, 2003 – August, 2004

- Assessed learning levels through client intake analysis of each new student
- Created and maintained individualized learning plans and objectives (SEPs) for every student
- Planned and delivered ESOL and GED lessons to record numbers of adults
- Served as Student Programs Mentor and Advocate, which involved public speaking

Part-time Volunteer Teacher | Maaqtusiis and Nisga’a First Nations K-12 Schools

September, 1996 – June, 1997 & September, 1999 – May, 2000

- Taught social emotional learning and served as teacher assistant, substitute, computer and reading tutor