



# Ishara K. Agostini

## COMMUNICATOR, LEARNER, INNOVATOR

### CONTACT

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### SKILLS

- Project Management
- Monitoring & Evaluation
- Grant Writing
- Grant Management & Administration
- People Development
- Staff Management & Supervision
- Data Analysis
- Social Media Management
- Social Media Content Production
- Basic Spanish

### EDUCATION

**2014 - 2018**  
**AGNES SCOTT COLLEGE**  
Bachelor of Arts  
Public Health and Psychology  
**2011 - 2013**  
**PEARSON COLLEGE**  
**UNITED WORLD COLLEGE OF THE PACIFIC**  
**2005 - 2010**  
**BISHOP ANSTEY HIGH SCHOOL**

### PROFILE

I'm a Jane of All Trades and a master of whatever I put my mind to, with the experience to back it up. I have seven years of experience in CBO and NGO spaces, and a diverse customer service background. I'm a storyteller at heart, and I can craft a compelling narrative with a social media post as easily as I can weave a story from Excel data. I use stories and community outreach to build relationships, and I especially love connecting others through food. I have a passion for diversity, equity and wellness. My background includes maternal and child health, food sovereignty, and health programming and health education with a focus on low-income communities.

### WORK EXPERIENCE

#### Alliance of Rural Communities, Co-Creat Hub

Coordinator

2023 - 2025

- Developed and implemented operational policies, procedures, and systems to maintain efficient and effective day-to-day operations
- Managed and supervised a team of 4 café staff to provide exemplary service
- Tracked recorded, and reconciled all project related income and expenses, including daily sales, membership fees, and event income
- Ensured efficient day-to-day operations, including ordering supplies, managing inventory, and overseeing food preparation and presentation
- Used collaborative database systems to maintain detailed records - financial, inventory, social, etc - for internal and external reporting
- Established and maintained relationships with activist organisations, NGOs, community groups, and other relevant stakeholders
- Coordinated event logistics for social events, workshops, and skill-building sessions, including scheduling, equipment setup, and communication with participants and facilitators
- Designed promotional materials for events, activities, and membership using online design platforms

#### Rituals Coffee House

Shift Supervisor

2022 - 2023

- Managed inventory, ensuring products were available without overstocking
- Supervised a team of 6 six baristas to serve upwards of 200 customers daily
- Accurately balanced cashier's till, ensuring all payment types, discounts, and voids are accounted for
- Built relationships with guests to provide a warm, friendly experience during every customer interaction, ensuring customer retention

#### Ben Massell Dental Clinic, Jewish Family & Career Services

Administrative and Data Manager

2020 - 2022

- Supported Director with Data management and tracking (outcomes reporting, statistical and demographic information) for internal use and external reporting
- Analysed practice data monthly, and implemented procedures to improve the health and efficacy of the practice
- Developed collections tools for patient feedback, including written and phone-based satisfaction surveys
- Developed admission practices and documents that aligned with the Clinic's mission and ensured consistent, accurate patient registration
- Supervised Front Desk/Care Coordination staff and provided scheduling and appointment confirmation support as needed



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## WORK EXPERIENCE (Cont.)

### Healthy Mothers, Healthy Babies Coalition of Georgia

Educational Programs Associate

2019 – 2020

- Developed an online perinatal education resource, Pickles & Ice Cream Georgia, from initial planning through its launch in May 2020
- Developed programming for HMHBGA Annual Conference, including national speakers and community voices to educate maternal child health professionals across the State
- Produced and edited content, and managed content creators for the online prenatal education resource, Pickles & Ice Cream Georgia, including articles, animated videos, and quizzes
- Compiled reports for Director of Programs related to project activities, impact and evaluation
- Assisted the Director of Programs to ensure appropriate use of all program funds as required by the Department of Public Health and other funders
- Coordinated monthly prenatal education classes for low-income, under-/uninsured women across the state of Georgia
- Established online perinatal educational classes in response to COVID-19
- Analysed pre/post-test and survey data to assess impact and report outcomes for the education programs

### International Rescue Committee

Health and Wellness Intern

2018

- Presented an introduction to the U.S. healthcare system to newly arrived refugees as part of the International Rescue Committee's refugee resettlement programme
- Assisted with collection of data related to mental health literacy, primary care, and speciality care services
- Recruited clients via phone and in-person to attend the mental health literacy program
- Liaised between healthcare service providers and recently resettled refugees, coordinating with translators to assist in reducing healthcare access barriers
- Fostered partnerships with health service providers in the community to reduce barriers to care for refugees and to strengthen the healthcare safety net

### Guardian Media Ltd

Intern

2014

- Conducted interviews with emerging performers to craft compelling, accurate narratives
- Wrote engaging profiles for various arts festivals, driving engagement and attendance

## VOLUNTEER EXPERIENCE

### Berkeley Carnival Revolution

Deputy Band Leader

2024 – Current

- Support the Band Leader with crisis management, both in the mas camp and during the Parade of the Bands
- Mentor disenfranchised young people from diverse backgrounds and encourage costume development around gender disparity, gender-based violence, class and racial injustice, and other social justice themes
- Track, record, and reconcile all band related income and expenses

## SOFTWARE

- SPSS
- Microsoft Office
- Google Workspace
- Wordpress
- Canva
- Zoom
- GoToWebinar/GoToMeeting
- Constant Contact
- Mailchimp

## CERTIFICATES

- MEAL (Monitoring and Evaluation, Accountability and Learning) Essentials – DisasterReady, Cornerstone Foundation (2025)
- Conflict De-escalation – National Empowerment Programme (NEP), Ministry of Sport and Community Development (2025)
- Social and Behavioural Research Certificate – Collaborative Institutional Training Initiative (CITI Program) (2016)
- Media Training on HIV, AIDS and Sexual Reproductive Health Rights – Caribbean Vulnerable Communities Coalition (CVC) and El Centro de Orientación e Investigación Integral (COIN) (2012)