

**Diane Makovsky, OTR/L**  
Post Office Box 589  
Carlisle, Massachusetts 01741  
650.678.3791 (cell)  
[diane\\_makovsky@pobox.com](mailto:diane_makovsky@pobox.com)

## **Education**

**Master of Occupational Therapy**, Bay Path College, Longmeadow, Massachusetts, 2012, GPA 3.83

- Portfolio: see website at [otstrategy.com](http://otstrategy.com)
- Thesis: *Social Influences on Hand Hygiene*. Presented at the Massachusetts Association of Occupational Therapy (MAOT) Annual Conference 2011
- Activities:
  - Backpack Awareness Day, Whately Elementary School, Whately, Massachusetts
  - Making the Stroke Connection Conference, Springfield, Massachusetts
  - Horizons for Homeless Children fundraising projects, Massachusetts
  - Alzheimer's Awareness and Alzheimer's Walk, Enfield, Connecticut

**Bachelor of Science in Journalism**, University of Kansas, Lawrence, Kansas

**Certificate in Human Resources Studies**, Cornell University, Cornell, New York

## **Clinical Experience**

### **(Level II Fieldwork, 2012)**

**Concord Health Care Center**, Concord, Massachusetts. Conducted assessments, planned interventions, created treatment programs, and provided treatment sessions in this rehabilitation and skilled nursing facility.

- Treatments addressed physical, behavioral, and cognitive diagnoses.
- Recurring issues treated were balance, endurance, strength, ability to complete activities of daily living (ADLs) including transitions, dressing, bathing, and feeding.

**Concord Area Special Education Collaborative (CASE)**, Concord, Massachusetts. Program operated in substantially separate classrooms in three public school systems with inclusion for special courses/activities. Conducted assessments, created treatment plans, and provided direct service treatment to students with autism and severe developmental delays, including medically fragile children. Majority of students were non-verbal.

Approximately one-third of students had visual impairments.

- Treatments addressed sensory integration, physical disabilities, feeding, and curriculum support, primarily in the areas of cause-and-effect learning, voluntary release, grasp, and handwriting.
- Conducted assessment, wrote progress reports, and collaborated on individualized education plans (IEPs).
- Created a stencil kit to develop pre-writing skills.

### **(Level I Fieldwork, 2011)**

**Mark Twain Congregate Living / Enfield Adult Day Care Center**, Enfield, Connecticut, and **Rebuilding Together**, Hartford, Connecticut. Conducted standardized occupational therapy assessments, including Activity Card Sort (ACS), created occupational profiles, and developed and led groups for residents. Completed a house evaluation with recommendations for funding for a client with chronic obstructive pulmonary disease (COPD).

**Governor's Center Skilled Nursing Facility**, Westfield, Massachusetts. Created occupational profiles, including completion mental health assessments, including the Allen's Cognitive Level Screen (ACLS-5) and the Montreal Cognitive Assessment (MoCA). Led a music group and assisted clients in activity groups.

**Holyoke Community Charter School**, Holyoke, Massachusetts. Assisted in individual and classroom therapy sessions. Planned and held a day of student sessions creating shaving-cream art.

## **Career History**

**Foliage**, Marketing Consultant, Burlington, Massachusetts, 2009-2010. Advised on communication strategies and created training courses, including an introductory course on software product lines and an overview on configuration management.

**CA Inc.**, Services Marketing Consultant, Framingham, Massachusetts, 2007-2008. Created a reference program for the Professional Services Division, playing an integral role in executive-level reassessment of corporate strategy relating to service provision. Contributed to proposal and technology task forces.

- Established customer reference program. Developed 60 customer references within 1 year.
- Generated more than 40 customer success stories in print, video, web, and Flash formats.

**Marketing Consultant**, Massachusetts/California, 2001-2007. Delivered a variety of long-term contractual services consisting of public relations, direct marketing, training, and customer service to organizations such as Bose, Hallmark, Foliage, and Santa Barbara County.

- Built award-winning sales team at Bose, consistently recognized for surpassing sales objectives.
- Decreased complaints by improving customer service in building department of Santa Barbara County.

**Bournemouth Borough Council Social Services and AS4B**, Project Manager, Bournemouth, United Kingdom, 1997-2000. Led special projects for division providing services to citizens in need, including elderly, children, and disabled. Administered recruiting efforts and conducted review of job descriptions. Coordinated grant funding between the agency and the National Health Service (NHS). Facilitated resolution of complaints.

- Decreased formal complaints filed by 30% and enhanced customer service via restructuring complaint process to allow accessibility and responsiveness.
- Created 1st communication plan for directorate, ensuring compliance with UK mandate calling for clear policies and procedures for public interaction.
- Accomplished 10% reduction in employee absenteeism by establishing program augmenting inter-employee communications and peer-to-peer support.

**AT&T-Unisource/Unisource**, Press Relations/Public Affairs Manager, Hoofddorp, Netherlands, 1994-1996. Led team of 12 communication managers. As global spokesperson, responded to media inquiries and provided executive coaching and crisis management. Drafted/approved speeches, position statements, press releases, articles, and marketing materials.

- Catapulted previously unknown company into international recognition within 6 months and increased spotlight on CEO as telecommunications authority.
- Initiated internal communications plan during growth from 7 to 5,000 employees in 2 years.

**Uniface**, Marketing and Communications Manager, Amsterdam, Netherlands, 1992-1993.

- Directed corporate messaging, advertising, public relations, and collateral creation, providing support to marketing managers in 28+ subsidiaries and distributors.
- Organized channel marketing events, user groups, and trade shows.
- Published the company's main marketing tool, a 20,000-circulation magazine.

## **Professional and Civic Affiliations**

- Chair, Carlisle Personnel Board, January 2011 to present; member since May 2010.
- Carlisle Police Chief Search Committee, February 2011 to August 2011.
- American Occupational Therapy Association (AOTA), June 2010 to present.
- Massachusetts Association for Occupational Therapy (MAOT), October 2011 to present.
- MAOT Strategic Plan Committee, September 2011 to June 2012.