

Courtney Dragiff

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Education

Antioch University New England

Keene, NH

Master of Science in Resource Management and Administration
Concentration: *International Sustainable Development and Climate Change (ISDCC)*
Professional Science Master Designation
Climate Resilience Certification

The University of Alabama

Tuscaloosa, AL

Dual major: *Bachelor of Science Biological Sciences* and *Bachelor of Science Marine Sciences*
University Fellows Experience - selected for one of 24 annual spots in elite four-year student program focused on leadership and community service
President's List for 4.0 GPA
Awarded four-year full scholarship

Stanton College Preparatory School

Jacksonville, FL

International Baccalaureate Diploma, Philosophy Studies
National Honor Society, member
Awarded Florida's top Bright Futures Scholarship, Florida Academic Scholars, requiring a 3.5+ GPA and 120 hours of community service

Professional Experience

Ratio Institute (Remote)

Santa Cruz, CA

Food Retail Environmental, Social and Governance (ESG) and Data Analyst Jan 2021 – Present

Ratio Institute is a non-profit project of *Ecology Action*, dedicated to accelerating measurable sustainability and viability in 2,000+ stores and 60 brands in food retail through expert collaboration, industry resources, and practical tools.

- Developed ESG reporting tools specific to the food retail industry (i.e. emissions, food waste, energy efficiency, community impact, employee engagement)
- Created guidance documents for grocers that provided data collection toolkits for measuring and tracking operational practices in sustainable resource and waste management
- Scored and compared 120 sustainability criteria from the public facing information reported by the top 100 largest North American food retailers by revenue in *The Food Retail ESG State of the Industry Report*
- Authored and awarded over \$2.5 million in federal grants for clients in underserved areas and food deserts
- Responded to RFPs, tracked grant notices of funding opportunities (NOFO), and completed grant reporting
- Designed and executed professional development trainings for store managers of 200-store retail chains
- Designed content for and led webinars on refrigerants, funding incentives, and equipment options for current and potential customers
- Planned and led quarterly meetings for Advisory Board, recruited diverse industry professionals
- Wrote content for blogs, e-news, and industry outlets (i.e. Progressive Grocer, Supermarket News, IGA)

International Solid Waste Association

Rotterdam, The Netherlands

Circular and Low Carbon Cities Consultant

May 2021 - November 2021

ISWA is an international network of waste professionals and experts who address sustainable waste management and the transition to a circular economy by creating global networking opportunities, developing industry best practices, producing industry reports, and publishing a scientific journal.

- Developed methodology to quantitatively measure circularity in high impact cascades (re-use, repair, resale) within cities
- Addressed the uses and limitations of existing circularity tools, including Circulytics and Excel modeling
- Built relationships among global partners working on circular economies at all scales, with a focus on climate justice, intersectionality, and equitable systems

Kathmandu University: School of Development Studies (Remote)

Kathmandu, Nepal

Energy Decentralization: Microgrid Systems for Rural Development

June 2021

As part of an international field studies program, explored solutions for isolated low income communities to improve their energy resilience and utilization of local resources.

- Created business development model for heritage-based textile industry improvements
- Connected rural producers and farmers to employee-owned manufacturers and refiners in Nepal's capital
- In-depth practicum on rural energy requirements and sustainable place-based solutions

Hanover Conservancy

Hanover, NH

Program Coordinator

Feb 2013 - May 2021

The Conservancy is a non-profit agency that is the oldest local land trust in the state, with programs in land conservation, active land stewardship, environmental education and support for conservation oriented public policies and planning.

- Managed stewardship of 500+ acres of fee-owned lands and 1200 acres of conservation easements in New Hampshire
- Supervised worksite safety/documentation and coordinated tasks and outreach for 60+ regular volunteers
- Planned, publicized and led 30+ educational events annually, such as spring wildflower identification walks, vernal pool explorations, bird watching, and introducing hikers to local trail networks
- Responsible for digital marketing including web design (Word Press), social media (Instagram and Facebook) and content writing (social media, e-news, newsletters, blog posts)
- Digitized 50 years of the organizations history and documents to demonstrate the completion of standards necessary to qualify as an accredited land trust
- Co-authored and submitted grants for corporate, local, and federal funding programs

Universidad San Ignacio De Loyola (USIL): Department of Biodiversity (Remote)

Cusco, Peru

Water Resource Management and Sustainability

June-August 2020

As part of an international field studies program, examined the unique historical and geographic challenges to clean, plentiful water supplies.

- Led an interdisciplinary team to develop an entrepreneurial business plan addressing a modern sustainability challenge connected to the Sustainable Development Goals (SDGs)
- Designed low-cost water filtration and storage systems to increase drinking water supply in lower-income districts lacking public infrastructure and safe drinking water
- Developed business canvas model for large-scale implementation over 10 years and identified public, private and NGO funding sources

Reykjavik University (Remote)

The South Coast, Iceland

Energy Transition: Renewable Energy Innovation and Sustainability

August 2020

As part of an international field studies program, studied Iceland's geothermal and hydropower industrial plants as a model of global best practices for renewable energy.

- In-depth practicum on Iceland's geothermal capabilities and infrastructure
- Developed proposal to rapidly decarbonize fuel use in Iceland's land transport and fishing sectors, using zero-carbon electrofuels, to meet climate goals

Retail Control Systems (RCS)

Enfield, NH

Sales Administrator

April 2013 - September 2014

RCS provides comprehensive retail point-of-sale systems and business management solutions, including software and hardware, for both online and in-store applications.

- Managed inside sales, project implementation and customer support for 900+ companies across the US (i.e. *Goodwill, Girl Scouts of America, Salvation Army*)
- Exceeded \$300k sales quote quarterly
- Led internal point-of-sale hardware sales and customer training programs

Hampshire Cooperative Nursery School

Hanover, NH

Lead Outdoor Educator

December 2015 - June 2019

Served as primary teacher, providing specialized instruction in hands-on, nature-based experiences that cultivated curiosity, creativity and environmental awareness in young children.

- Planned age-appropriate lessons and activities focusing on local natural communities
- Students studied native plants and wildlife in detail, hike through forests and take field trips to vernal pools, examine erosion and change in habitat over the year, and assist with building, maintaining, and using produce from the school garden

Dartmouth College

Hanover, NH

Teaching Lab Technician: Genetics, Cell Biology, Physiology and Microbiology

September 2011 - August 2012

- Prepared undergraduate biology lab programs, assisted with run-throughs for graduate Teaching Assistants, and supervised and graded student sections

Red Sea Dive Center

Aqaba, Jordan

Red Sea Sustainable Ecotourism Research Assistant

March 2010 - July 2010

The Red Sea Dive Center specialized in sustainable ecotourism of the region's world-class SCUBA dive sites, with guided explorations of endemic wildlife and world heritage sites of Jordan.

- Developed a National Science Foundation (NSF)-funded independent study on anemonefish population dynamics
- Created a sustainable harvest model for ornamental fisheries and presented to SCUBA professionals in Jordan
- Spent 4 weeks in Aqaba, Jordan researching the impact of tourism on coral reefs via multiple daily dives on sensitive reefs, contributing to a series of publications by Auburn University professor Dr. Nanette Chadwick.

The University of Alabama

Tuscaloosa, AL

Cahaba River Ecology Research Assistant

2009 - December 2010

- Oversaw data collection and lab analysis of porosity of soil, contributing to the research projects of Dr. Jennifer Howeth

Conference Activities

The ROI of Sustainability: How to Leverage Operational Sustainability to Combat Inflation, Tariffs, and Economic Uncertainty, Independent Natural Foods Retailers Association Conference, Presenter: St. Paul, MN, July 2025

Reduce Operational Costs and Increase Profit through Benchmarking and Upgrading Your Store(s), Rural Grocery Summit, Presenter: Montgomery, AL, June 2024

How to Boost Profits and Sustainability: Expert Strategies for Grocers to Fund Projects with FRIP, REAP, and Utility Incentive, Ecology Action and North American Sustainable Refrigeration Council, Presenter: Virtual, September 2024

The Bicycle Project in Rotterdam and Cluj-Napoca, Institute for International Conservation, Presenter: Virtual brown-bag lunch, November 2021

The Bicycle Project in Rotterdam and Cluj-Napoca, International Solid Waste Association World Congress,
Presenter: Athens, Greece/Virtual, October 2021

Nature for All: Creative Ways to Get Families Outdoors, Children and Nature Network International Conference,
Presenter: Oakland, CA, May 2019

Children and Nature Network International Conference, Full scholarship recipient for attendance and travel:
Vancouver, BC, Canada, April 2017

WILD Ideas in Conservation, Land Trust Alliance Rally, Presenter: Denver, CO, October 2017

Community Engagement and Volunteer Work

- Lake Townsend Yacht Club, Marketing board member, and sailing instructor, October 2023-current
- North Carolina Zoo, Giraffe deck volunteer managing safe feeding of giraffes with 500+ guests/day December 2022- June 2025
- Norwich, Vermont Conservation Commission, Elected to Town Planning subcommittee to review environmental and social impacts of proposed construction permits, March 2017- April 2021
- New Hampshire Coverts Project, University of NH Cooperative Extension program on invasive species and native land restoration techniques, requiring 4 days of onsite training and 40+ volunteer hours/year April 2017-April 2021
- Hanover Conservancy, Member of Community Engagement Committee, trailing building and maintenance volunteer, planning 40 events/year for the community, September 2011- February 2013

Honors and Awards

- Triathlete, 2017, 2018 and 2019
- USAR Racquetball National Intercollegiate Championships 2010
- Captain of Crimson Tide Club Soccer Team, University of Alabama 2008-10
- Outstanding Student of the Year in Italian Language Studies 2008

Additional Certifications

- Game of Logging Level 1 chainsaw certification: awarded top place in my class
- Wilderness First Responder certified; continuous participation in first aid and emergency preparedness programs, including Stop the Bleed and US Medical Reserve Corps
- PADI Open Water SCUBA certified
- Teaching English as a Second Language (TESOL)

Specialized IT Skills

- Microsoft Suite: Word, Excel, PowerPoint
- Google Suite: Docs, Sheets, Slides, Classroom, Bookings
- Meetings: Zoom, Go to Meeting, Google Meet, Microsoft Teams
- Email: Gmail, Outlook, Constant Contact, Mail Chimp
- Document Organization: Canvas, Sakai, SharePoint, OneDrive
- Design: Canva, Photoshop, Illustrator, Paint, Adobe Lightroom
- Scheduling: Doodle Polls, When2Meet, JotForm, Survey Monkey, Calendly
- GIS: ArcGIS, ArcPro, Gaia GPS, Avenza, EJSscreen, ESRI StoryMaps
- Social Media: Facebook, Instagram, LinkedIn, YouTube
- Website Design: Go Daddy, Weebly, WordPress, BlueHost
- CRMs: Little Green Light, Salesforce, HubSpot, AirTable