

## **PAUL B. WOLFE**

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### **SUMMARY**

Strategic knowledge and communications leader with 20+ years of experience across the nonprofit, government, and consulting sectors. Expert in technical writing, digital transformation, and knowledge base development. Proven ability to lead cross-functional teams, deliver complex projects, and design scalable systems for learning, operations, and stakeholder engagement.

### **EXPERIENCE**

#### **Head of Knowledge and Publications**

Canadian Centre for Christian Charities – Remote | Nov 2019 – Jan 2025

- Developed and managed a national knowledge base used by 3,000+ Canadian charities.
- Led digital transformation project archiving 25 years of content into seven structured areas.
- Tripled content output through workflow optimization and topic-based authoring (XML CCMS).
- Designed pandemic-era remote collaboration systems and trained staff in Monday.com.
- Delivered sessions at 2023 MadWorld Conference on AI in content strategy.

#### **Manager, Social Enterprise Business Development**

Mennonite Central Committee Ontario – Kitchener/Elmira | May 2017 – Jan 2019

- Directed \$800K construction and launch of MCC Re-Purpose Centre in five months.
- Created data-driven thrift shop management model integrating financial, POS, and volunteer data.
- Drafted business plans for online retail, textile recycling, and social manufacturing enterprises.

#### **Manager, Government Incentives & Tax Credits**

BDO Canada LLP – Winnipeg & Calgary | Feb 2013 – Nov 2014

- Supported SR&ED consultants in preparing hundreds of successful technical tax filings.
- Managed pipeline, bid decisions, and submission quality across multiple government programs.
- Applied Society for Technical Communication best practices to increase approval rates.

### **Executive Director**

Thunder Bay Community Foundation – Thunder Bay, ON | Aug 2005 – Dec 2011

- Rebuilt the Foundation into a professionally managed organization; modernized accounting, HR, bylaws.
- Oversaw 200+ grant and scholarship applications annually; facilitated growth of assets by \$3.5M.
- Established 20+ family funds and multiple \$500K+ endowments.
- Engaged with over 250 leaders to strengthen municipal and Indigenous partnerships.

### **Marketing Director & Technology Trainer**

BDO Canada LLP – Thunder Bay, ON | Jun 2000 – Jul 2005

- Managed region-wide marketing and bid processes, producing 60+ proposals annually.
- Delivered entrepreneurship training to over 70 clients via Service Canada program.
- Supported First Nations business development and managed a provincial training team.

### **EDUCATION**

- Master of Arts, Technical Communication – Minnesota State University, Mankato (2012) – GPA: 4.0
- Postgraduate Certificate in Business Administration – Heriot-Watt University (2005)
- Diploma, Entrepreneurial Business Applications – Academy of Learning Career College (2000) – GPA: 4.0
- Bachelor of Religious Education – Ambrose University (1996) – GPA: 3.25

### **CERTIFICATIONS & TECHNICAL SKILLS**

MadCap Flare, HTML, CSS, XML, Canva, TechSmith, Git, Figma, Google UX Tools, WordPress, Monday Workflow Automation, Knowledge-Centered Support (KCS)

### **SELECT COMMUNITY LEADERSHIP**

- Secretary, Board of Directors – Lakehead Social Planning Council (2024–Present)
- Facilitator – Common Voice Northwest (2010–2012)
- Director – YES Employment Services, Thunder Bay Ventures, and EDAC Conference Host
- Artist – Commissioned sculptor, City of Thunder Bay (2005–2011)