

**NANCY C. VARALLO**  
**9 Hammond Street**  
**Worcester, Massachusetts 01610**  
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**Nancy.Varallo@TheVaralloGroup.com**

**PERSONAL:**                      Married, three grown children

**PROFESSIONAL CREDENTIALS:**

May 1979	Certified Shorthand Reporter (MA)
June 1979	Certified Shorthand Reporter (CT)
May 1980	Registered Professional Reporter (NCRA)
May 1983	Registered Merit Reporter (NCRA)
November 1994	Registered Diplomate Reporter (NCRA)
October 1995	Certified Realtime Reporter (NCRA)

**PROFESSIONAL MEMBERSHIPS:**

1979 – present	Massachusetts Court Reporters Association
1980 – present	National Court Reporters Association
2001 – present	Society for the Technical Advancement of Reporters (STAR)

**PROFESSIONAL BOARDS:**

1991 - 1997	Board of Directors, Massachusetts Court Reporters Association, President 1994-1996
1993 - 1997	Delegate, NCRA's National Committee of State Associations (NCSA)
2009 - 2015	Board of Directors, National Court Reporters Association, President 2013-2104
2011	Trustee, National Court Reporters Foundation (one year)
2016	Trustee, National Court Reporters Foundation (one year)

**OFFICIAL POSITIONS:**

2002-2009	Member, Town of Grafton School Board (Chair, 2005) (Appointed to fill a vacancy; elected to two subsequent three-year terms at town-wide elections)
2001-2009	Member Town of Grafton Town Administrator Search Committee. Member, Town of Grafton School District's Redistricting Committee, Strategic Planning Committee; Facilities Action Committee; Committee on Virtual High School; Curriculum Planning Council; Data Analysis Action Committee; Wellness Council; Principal Search Committee

**AWARDS & RECOGNITION:**

March 1999	Laureate of MCRA
November 2001	Fellow of the Academy of Professional Reporters
August 2017	NCRA's Distinguished Service Award

## **WORK EXPERIENCE:**

**August 2001 - present**

**Owner, The Varallo Group LLC**

General ownership responsibilities for The Varallo Group, a non-traditional court reporting agency which handles referral work and provides court reporters and videographers to area agencies in an overflow capacity. The Varallo Group delivers a wide array of business services to court reporters and firm owners (business growth and development services; office management and operational services; business life cycle consultation from inception to exit; professional coaching/sales training of court reporters and firm owners; RFP preparation and submission). An in-demand guest lecturer/seminar instructor nationwide.

**April 2017 - present**

**Executive Director, Project Steno**

Oversee day-to-day operations and administration of its programs. Chief duties include: serving as primary spokesperson for Project Steno; daily interaction with prospective students, school administrators, donors, and volunteers; fundraising, marketing, community outreach, preparation of financial and other reports for the board, monthly monitoring of student progress, and maintenance of the website, donor database, and student rosters.

**September 2018 - 2019**

**High school instructor, Basic Training**

Taught an introduction to machine shorthand using Nancy Varallo's Basic (Steno) Training textbook at three Massachusetts high schools. Met for seven sessions at each high school, either once a week or every other week.

**August 2001 - August 2009**

**Program director, The Varallo Institute**

Developed court reporting program and taught classes in stenotype, keyboarding, English, medical and legal terminology, computer-aided transcription.

**April 1979 - October 2004**

**Court reporter**

General freelance reporting: medical, technical, patent depositions; per diem reporting in state courts; arbitrations; public hearings; state and federal agency hearings; expedited, daily copy, realtime, and interactive realtime service. Purchased first CAT system in 1981. Conducted trainings and lectured on effective use and management of CAT in a freelance setting.

**April 1985 - July 2001**

**Vice president, Catuogno Court Reporting Services**

Personnel management in five offices across New England: recruiting, hiring, training, managing. Created the transcript production department. Supervised the personnel and technology required for producing, e-mailing, printing, and archiving of transcripts. Oversaw the personnel and technology required for scheduling, tracking, and invoicing court reporting jobs. Projects also included creation of marketing materials and new business development. Last project: updating CCR's website and all print and on-line advertising.

**June 1993 - December 2000**

**CART captioner**

CART captioner (Communication Access Realtime Translation) for the deaf and hard of hearing in seminars, meetings, classrooms. On contract with the Mass. Commission for the Deaf and Hard of Hearing from June 1993 through June 1998.

**January 1994 - December 2000**

**Senior Vice President/Co-owner, Sten-Tel**

Developed a plan for marketing Sten-Tel's medical/legal transcription franchise to court reporting agencies. Explored current technologies in order to develop a labor resource of court reporters and students using rapid text entry to transcribe dictated reports.

**September 1985 - May 1993**

**Program director, Catuogno Court Reporting School**

Developed court reporting program and taught night classes in stenotype, keyboarding, English, medical and legal terminology, computer-aided transcription.

## **SEMINARS AND PRESENTATIONS (1982 - PRESENT):**

Lecturer/keynote/seminar faculty/webinar instructor at many area high schools and colleges; for NCRA conferences and state association meetings; at local businesses and non-reporting organizations; for court reporting firms. Seminar topics have included CART, realtime, managing a CAT system, writing with concentration, rapid text entry, licensing of court reporters, trends in court reporting, StenOps at Guantanamo Bay, business growth and management, surviving the audit, goal setting and accountability, strategic planning, HIPAA and data privacy, assertiveness, professionalism, customer service, sales messaging, Project Steno.

## **COMMITTEES AND TASK FORCES:**

**MCRA:** Membership Committee; Certified Shorthand Reporter Committee; Realtime Committee; Reporter Recruitment Committee; Pro Bono Committee; Bylaws Committee; CART Committee; Legislative Committee. Responsible for researching certification and licensing issues; chief drafter of MCRA's Licensed Court Reporter bill. Testified before the Massachusetts Legislature in support of licensing bill. Developed a skills exam and written knowledge test for CART captioners. Author and dictator for the Massachusetts Certified Shorthand Reporter examinations. Newsletter columnist, editor, and publisher of *The Baystate Reporter*. Chief Examiner for NCRA examinations. Attended NCRA's Leadership Conferences and Boot Camps.

**NCRA:** RAINmaker; Business Practices Task Force; CART Task Force; 1999 Strategic Planning Task Force; Special Interest Group Task Force; Contests Committee; Item Writing Committee; Total Immersion Pilot Program Task Force; board liaison to National Committee of State Associations (NCSA) Governing Council; Policies & Procedures Task Force; Meeting Access Task Force; 2012 Strategic Planning Committee; Vision for Educational Excellence Task Force; Firm Owners Think Tank; Nominating Committee, Education Task Force; CAPR Skills Writing Committee; Council on Approved Student Education; Test Advisory Committee; Aptitude Test Steering Committee; 2016 President-Elect's Planning Committee, A to Z Task Force; A to Z Online Task Force; regular contributor to *The JCR* magazine featuring the "Dear Nancy" column and other articles.

## **INTERVIEWS:**

- Television interview, LawTalk, Worcester, Massachusetts
- Television interview, Channel 22, Springfield, MA for Court Reporting & Captioning Week
- Television interview, Channel 22, Springfield, MA for Project Steno
- Guest, MarketScale podcast on Careers in Court Reporting
- Radio interview by Al Betz on Stenographer's World about GTMO
- Radio interview by Al Betz on Stenographer's World about Project Steno

## **OTHER:**

- Producer, scriptwriter, editor, cast member of the educational video *Careers in Court Reporting*
- Founding member of and newsletter contributor to the publication by *CARTWheel*
- Creator of "*Machine Shorthand A-Z: An Introduction to Stenographic Theory*" which was turned over to NCRA after one year and is currently being delivered by volunteers nationwide.
- Author, *Nancy Varallo's Basic (Steno) Training* which is currently being delivered by volunteers nationwide.
- Member, Steering Committee, Business Forward Females, Corridor Nine Chamber of Commerce, Shrewsbury, MA
- Member, Business Owners Dialog Group, Shrewsbury, MA
- Member, National Association of Court Managers (NACM)
- Program developer and presenter at the two-day Student Summit for students, Islip, NY
- Adviser, Footsteps of Peace, Palm Beach Gardens, FL
- Adviser, Gallery of Shorthand, Islip, NY