

## QUALIFICATION HIGHLIGHTS:

Experienced in project management, communications, event planning, and volunteer coordination. Detail oriented, always curious. Self-starter and team player. Devoted customer service mentality. Recent Promotional Marketing Certificate. Strong writer and editor who lives for story.

## EXPERIENCE:

### Project Manager, Social Media Coordinator, PNWA

Jan 2017 – Sep 2021

- *Project Management:* Coordinated and organized projects, reducing processing time. Assisted staff by keeping everyone on top of current projects, driving them to deliver on time. Organized resources, providing oversight and direction to team members for most accurate end results.
- *Communications:* Collaborated with staff, speakers, and volunteers to create and implement strategies to drive change. Facilitated online and in person communication for conferences, contests, and workshops. Responded to customer concerns and appropriate parties for resolution.
- *Writing:* Wrote and streamlined newsletters focusing on story, increasing open rate from 13 to ~23%. Wrote and edited internal emails, training guides, presentations, scripts, and marketing material for clarity and visual effect.
- *Volunteer Management:* Led ~ 35 volunteers during conferences. Helped lead ~100 volunteers to provide thorough critiques for a writing contest.
- *Marketing:* Increased social followers using industry studies. Assisted with website maintenance. Designed print and web marketing, including social media posts. Managed social media team.
- *Training:* Trained and managed volunteers and new hires for all aspects of the organization.
- *Event Coordination:* Helped facilitate events from planning, to hiring industry pros, to execution of plans. Problem solved to make the best possible experience for all involved.

### Content Coordinator, BVM

May 2018 - Sep 2019

- *Writing, Editing, Content Coordination:* Wrote and edited human interest pieces for a 16-page magazine. Sourced stories, managed contests, and advertising arranged content in the magazine.

### Writer, Self Employed

2007 – Present

- *Writing/Editing:* Write fiction and non-fiction. Line and developmental edit for publication.
- *Mentor:* Youth of all ages in all aspects of writing from education to publication.

## SKILLS:

- Affinity Design Suite
- Wix, Webflow, WordPress
- Microsoft Suite, G-Suite, Access, Affinipay
- CRM: Constant Contact, Your Membership
- Zoom, Teams, WebEx
- Social Media Marketing: Facebook, Hootsuite, Instagram, Twitter.
- Fast, self-guided learner in all software.

## VOLUNTEER:

### Social Media Marketing Consultant, Randy Corman for Mayor

May 2019 – Aug 2019

- *Marketing:* Created a detailed marketing plan with SEO Reports and Editorial Calendars for blogs and social media. Assisted in creating social media posts. Trained volunteers.

## EDUCATION:

### Bellevue College

- *Certificate:* Promotional Marketing (2 year Credited) Mar 2020
- *AA Degree:* General Focus-Transfer