



## CONTACT

6 [Redacted]  
[Redacted]@gmail.com  
[Redacted], Texas area

## PROFILE

*Results-driven communications expert with over 10 years of management, customer service, marketing, public relations, and project management experience seeking new role to demonstrate degreed skill set. A determined self-starter who brings a history of on-budget, high-leverage success, a focus on details, and the ability to anticipate client and team needs. Proactively addresses high volume of multi-tiered client needs to 100% satisfaction while sustaining fluid, multi-directional team communication to ensure efficient task completion and team role fulfillment.*

## SKILLS

- MARKETING AND PUBLIC RELATIONS (TRADITIONAL, FIELD, AND SOCIAL MEDIA METHODS)
- MULTI-STREAM COMMUNICATIONS
- TIME & BUDGET MANAGEMENT
- PROJECT MANAGEMENT
- EMPLOYEE LIFECYCLE MANAGEMENT (RECRUITMENT, INTERVIEWING, TRAINING, ONBOARDING, MANAGEMENT, DEVELOPMENT, ETC.)
- VISUAL MERCHANDISING
- HUMAN RESOURCES
- MICROSOFT OFFICE SUITES EXPERT KNOWLEDGE

## EXPERIENCE

Aug 2019- Present

Lead full spectrum of campus recruitment & family communication efforts in subsequent years for launching campuses with limited staff in new regions, during a global pandemic. Achieved 100% enrollment across campuses assigned ensuring state funding & organizational goals exceeded. Planned, coordinated, & executed dozens of recruitment events project managing the full life cycle including application entry & lead follow-up. Ensure 100% completion of multi-step application/ acceptance/registration/school attendance by over 1,000 families each year by utilizing digital, in-person, one-to-one, & one-to-many marketing/PR techniques & multifaceted communication plan. Lead regional & national Enrollment Coordinator peers through check-ins, templates, demonstration, & mentorship.

### Assistant Manager – Foot Locker

Sept 2014- Aug 2020

Hired, managed, trained, and developed full team of employees to store and individual successes, including multiple promotions. Lead and managed store inventory processes with over 95%+ accuracy on audits across store region achieving significant sales increases WOW (>\$2.5K). Individually managed payroll budget and employee hours to ensure state, federal, and organizational compliance.

### Financial Services Representative – TD Ameritrade

Jan 2018- May 2018 (Temp Role)

Managed hundreds of incoming client inquiries and requests weekly. Responsible for edits and adjustments of brokerage accounts, trading, and other confidential financial management accounts. Requirements for success included strong verbal and written communication skills, expert efficiency in data entry, customer satisfaction focus, the ability to multitask, and confidentially managing complex inquiries in a fast-paced, high-stakes environment.

### Customer Services Representative Supervisor – SAKS, Inc.

Sept 2015- Sept 2018

Hired, trained, developed, and supervised 10+ employees. Developed & lead successful training program increasing performance by over 65% on average across the organization. Developed & implemented feedback/coaching processes to improve performance & job satisfaction among employees. Top 3 Manager status organization-wide for over 6 months. 100% resolution record for escalated cases. Organizational reputation led to cross-departmental adaptation training plan.

## EDUCATION

### Strayer University

Bachelor of Business Administration  
in Human Resource Management

Projected Graduation Date: [Redacted]

Certified Phlebotomist