**Example Spouse Fed Res**

Physical address • city, state, zip

Phone number • email address

Military Spouse • U.S. Citizen

**Selective Service Registration:** Exempt from registering (Female)

**Security Clearance:** Eligible

**Priority Placement Program:** Registered

**SUMMARY OF SKILLS:** Experienced manager and administrative assistance with over five years’ experience in contract and hospitality management for the private sector. Highly skilled in administrative and academic data analysis through various outlets, including peer journal, literature, books, and government document collection.

Educated in the processes of federal policy research and analysis in support of acquisitions, federal funding, and finding mediums to promote economic efficiency. Highly skilled in managing teams, projects, and project budgets from concept through completion in a deadline driven environment.

**SKILLS & EXPERTISE:** Project Management • Event Planning • Budget Oversight • Acquisition Strategy and Data Collection • Client and Vendor Relationship Management • Proofreading and Editing • Written and Oral Communications • Customer Service • Creative Problem Solving • Critical Thinking • Problem Solving • Discretion and Judgement • Business Analysis • Office Administration • Workforce and Talent Development

**PROFESSIONAL EXPERIENCE**

**Deputy Campaign Manager**  **10/19 – 03/20**
Friends of Lynz 40 hours/week
PO Box 413, Hallsville, MO 65255
Supervisor: Lindsey Simmons; may not contact

CAMPAIGN MANAGEMENT: Managed and provided operational support for a grassroots campaign in a 24-County congressional district. Coordinated and managed every facet, from conception to termination official Campaign Kick-Off event, county and university appearances, and fundraisers. Coordinated and managed hiring process of new campaign staffers, including scheduling and conducting interviews independently, vetting references, and administering background checks.

EXECUTIVE ADMINISTRATION: Directed and controlled candidates’ calendar, including media interviews, university and county committee appearances, endorsement interviews, and one-on-one meetings with elected officials. Prepared travel arrangements and accommodations for candidate and staff; drafted, edited, and distributed press releases, memos, and other correspondence such as job postings and internship flyers.

PROJECT MANAGEMENT: Coordinated and monitored campaign projects, staff performance deadlines and communicated/reported directly to candidate remotely 85% of the time. The other 15% I spent on the ground with the candidate. Conducted independent and team driven research on environmental and policy trends to improve livelihood of district agriculture. Collected, analyzed, organized and distributed district-wide data.

LEADERSHIP AND MANAGEMENT: Served as the point-of-contact for campaign and candidate. Managed all projects, followed-up on potential endorsements, participated and led voter outreach throughout the district and mentored new campaign staff. Maintained flexibility and served in many roles, including field organizing, managing press and media, developing strategies to increase voter participation and call-time AI, and organized internship opportunities with local universities.

**Events Coordinator**  **11/18 – 01/19**
The City Forum 40 hours/week
2231-T Madison St. Clarksville, TN 37043
Supervisor: Becca Isherwood; may not contact

PRIVATE EVENT CONSULTANT: Coordinated communications for all event packages with Project 2231 Marketing Dept. Organized and scheduled meetings and appointments. Explained event package options with new and returning clientele for commercial/group events. Directed visitors to appropriate offices of senior management.

Arranged personal tours, consultations, and escorted visitors. Responded to inquiries by email and phone. Collected event request details including, number of patrons, budget, catering, and activities. Provided non-technical information to visitors and staff members. Identified and connected appropriate event programs that are cost efficient and customized menus at special requests.

RESEARCH: Created projected expenditures for facility expansion by conducting detailed research and analysis including, industry trends, topics, and regional demands. Used variety of sources such as regional statistical revenue data and relevant information to bring industry trends and topics from metropolitan areas to community.

EVENT PROGRAM MARKETING: Coordinated communications for all event packages with Project 2231 marketing personnel. Ensured use of appropriate communication tactics for a variety of different audiences. Wrote, edited, and disseminated advertisement requests, custom digital and print announcements. Submitted apparel and supplies requests through digital automation software.

Developed strategic and creative event marketing for 70+ private/party program events per month. Reviewed, edited, and approved marketing materials for events. Distributed social media requests to convey information about new event packages and activities. Collected, assembled, prepared, and disseminated information from senior management to TCF staff, patrons’, and potential clients.

EVENT COORDINATION: Managed all facets of events and programs from start to finish, including 50+ events annually with total attendance of 800+ patrons, collectively. Coordinated with 8 departments including, attraction schedules, policies, and vendor requests. Managed party supply vendors. Supervised each event on-site and oversaw all departments’ event related tasks. Negotiated prices with clients and vendors. Confirmed and finalized details with clients by phone and email. Communicated with clients throughout events, fulfilled last minute requests, and issued correspondence letters and invoices.

BUDGET ANALYSIS: Created bi-monthly expense and revenue forecasts and reported to corporate office. Built and managed event inventory spending. Partnered with advertising sales to ensure each program hits or exceeds budget. Budgeted all event expenses and maintained working record of event revenue goals and status. Researched product demands and analyzed cost expenditures. Drafted new event spending and program proposals, recommendations, and briefed corporate office on revenue opportunities. Reported mismanagement of funding and recommended mediums for allocation.

COMMUNICATION STRATEGIES AND MANAGEMENT: Collaborated cross-functionally with advertising and verified all program goals were met through use of effective communication strategies. Responded to requests for information through by telephone and electronic mail. Researched trending data, prepared correspondence, edited, revised, and reformatted drafts and existing reports. Provided appropriate responses to queries and point queries to appropriate department if necessary. Used MS Excel, and MS Outlook to maintain distribution lists of up to 300 attendees and clients. Utilized distribution lists to promote external programs and events through email and phone communications.

DATA ANALYSIS/ANALYTICAL REASONING: Collected, evaluated, and analyzed data from print, digital, email, and social media campaigns. Presented analytics to management. Utilized a marketing data analysis software to develop communication plans for 50+ programs per year. Gathered data from previous events, average income medium and reviewed clientele feedback and recommendations to analyze return client ratio. Recommended reformulating event package pricing based on my analysis.

MANAGING AND ORGANIZING INFORMATION: Organized all event program logistics from conception to completion. Managed, stored, and organized client contact list, contracts, payments, agendas, and event staff schedules. Distributed event information to appropriate departments. Developed and maintained efficient and cost-effective filing systems.

ADMINISTRATIVE: Provided general administrative support to corporate and senior management. Developed and updated administrative systems for efficiency and accessibility. Scheduled conference calls and virtual software training appointments. Uploaded client and attendee names into event management system. Created digital presentation for staff training. Prepared contract documents and correspondence letters. Assisted management with internal audits to identify waste and budget mismanagement. Identified and suggested cost-effective approaches to reduce waste. Received and distributed incoming and outgoing correspondence for events.

PROJECT MANAGEMENT: Worked as team leader for internal event projects including, event space expansion, designing event add-ons to generate revenue towards large-scale community events. Point of contact for all event-related programs for the facility. Guided and communicated all information to relevant departments and employees for events. Coordinated with other departments, staff, and corporate office to ensure all event tasks were completed by deadlines. Created new employment opportunities designated to strategize and encourage creative thinking. Improved and contributed to projected milestones. Developed incentives for party hosts.

LEADERSHIP AND MANAGEMENT: Served as head of events department and managed event staff. Managed all tasks and communication for 50+ events per month, collectively. Provided event information in weekly manager meetings to report, update, and collaborate with all departments on past and current event status, and projects. Recruited, trained, and advised event staff. Served as liaison between departments on internal matters.

SALES: Administered all sales events. Supported and conducted client reservations, including contract creation and execution of vendor partnerships. Created customized opportunities for local businesses and Montgomery County School District and outside school districts. Upsold event packages with catering add-on’s, attractions, and decorating. Developed new event add-ons for private corporate buyouts, military events, and birthday parties.

CUSTOMER SERVICE: Delivered high-quality support and service to customers and clients through a professional demeanor; utilized best communication practices. Interacted with clients via phone, email, and other written correspondences. Communicated with clients and hosts from initial inquiry to follow-up correspondence.

Managed and resolved client issues to ensure client satisfaction. Trained event staff new techniques and procedures to including, situational awareness, safety standards, guest interaction, conflict resolution, milestone development, and creative thinking skills.

**General Clerk II; Data Collector** (Temporary) **09/18 – 11/18**
Combined Technical Services, LLC 40 hours/week
Fort Campbell, KY US 42223
Supervisor: Joseph D. Scheerer, Joseph.d.scheerer.ctr@mail.mil; may contact

GENERAL CLERK, ADMINISTRATIVE: Communicated and coordinated training activities with higher-grade acquisition supervisors. Provided general clerical support to U.S. Army Operational Test Command (USAOTC) government contract. Performed administrative tasks through a variety of mediums including, personal computer, email, phone, copier, fax machines, correspondence letters, memos, and forms.

Communicated perimeter and off-perimeter real-time agendas to upper management. Collected inventory during baseline including, digital and print recording of Spider TAR 604 C components. Visually examined equipment and tested items for flaws/defects. Recommended and briefed Data Management on implementing contemporary technical training and logistics inventory control mechanisms to increase efficiency and effectiveness. Implemented recycling procedures for out-of-date documents and damaged supplies.

DATA COLLECTION: Collected Performance, Reliability, Availability, Maintainability (RAM) and Human Systems Integration (HSI) data of Spider components in extreme weather conditions. Provided logistical support and performance data during operational testing of new military electronic ordnance equipment. Recorded digital and written observations of test player interactions with Spider components. Identified test players by identification numbers to maintain anonymity of armed force personnel.

Observed Spider system for malfunctions and abuse misuse. Provided administrative support to Data Collection Management including, maintaining Excel logs for government vehicles and daily mission agendas. Delegated team shifts and responsibilities. Operated standard issue night vision goggles, Global Position System (GPS), hand-held, radio, camera, AN/PSN-13 Defense Advanced GPS Receiver.

WRITING AND EDITING: Wrote test incident reports for damaged, malfunctioning, or abused test equipment. Checked accuracy of information including, proper use of acronyms, 24-hour time, test player and system component identification numbers, and correct format.

RESEARCH: Researched and analyzed variances between previously employed components and new components. Briefed Data Management on recommendations based on acquisition experiences and research analysis.

**Manager; Bartender** **11/16 – 03/17**
The Barrel Room 40 hours/week
2200 Ozark Hwy Suite B., Enterprise, AL 36330 Salary: $15.00/hr
Supervisor: Allan Wilson, 205-475-1552, may contact

FRONT OF HOUSE MANAGER: Managed up to 6 front of house staff and operations. Monitored inventory and ordered supplies. Ensured quality and safety standards were followed. Worked cross-functionally as manager and bartender in separate shifts. Delegated tasks to staff members. Promoted and maintained a fun, safe atmosphere.

PERSONNEL COORDINATION: Recruited and trained staff members in customer service, bar knowledge, safe alcohol management, establishment standards, chemical awareness and handling, cleaning procedures, opening and closing procedures, and product knowledge.

TALENT DEVELOPMENT: Conducted orientations and re-trained veteran staff members. Coordinated staff member schedules, meetings, interviews, and training events. Negotiated supplier contracts. Distributed, collected, filed new-hire paperwork.

ADMINISTRATIVE: Provided general administrative support to facility owner. Collected end of shift daily sales reports, agenda documents, and cash register drawer. Compared daily sales reports with inventory through point of sale management software. Ensured licenses were updated.

Offered inventory requests to vendors and eliminated unprofitable items. Coordinated promotional events with vendors. Submitted background check requests and filed server and alcohol certification permits. Proposed and implemented new policy recommendations for operating procedures.

MARKETING: Developed and executed marketing campaigns to support establishment’s rebranding campaign. Coordinated event marketing communications to businesses and the public. Created new social media accounts reaching appropriate audiences. Reviewed, edited, and approved creation of marketing materials for programs, including direct mail, social media, presentations, emails, and videos. Matched all social media outlets and postings; leveraged communication for food/beverage specials and events.

BARTENDER: Prepared alcoholic and non-alcoholic beverages. Educated customers of inventory, assessed patron’s needs and preferences; made recommendations. Checked patrons’ IDs and confirmed legal drinking age. Restocked and replenished inventory and supplies. Performed cleaning procedures and followed strict sanitation policies. Listened to customer recommendations, and promoted team work among staff members.

MANAGING AND ORGANIZING INFORMATION: Organized entire back-of-house bar inventory by classification. Developed checklists within Excel of inventory and supplies. Established employee profiles and appropriate filing systems. Collected and received verbal and written requests from ownership and staff members, filed digital and print requests. Created and maintained daily avg reports, invoices, and payroll into management software system.

EVENT COORDINATION: Administered, planned, and executed events including, trivia, open mic, local business mixers, and Chamber of Commerce night out. Coordinated brand launch events for local and out-of-state vendors. Arranged promotional events with local vendors and recruited entertainment such as musicians.

BUDGET MANAGEMENT: Managed funds, including all expenses and incoming revenue ensuring that all expenditures were in line with the establishments short and long-term objectives. Responsible for accounting including, collecting register drawers, bank deposits, filing receipts, vendor payments, and payroll. Consolidated information and data for accounting – monitored and assisted in preparing budget estimates.

EVALUATION OF TRAINING EFFECTIVENESS: Assessed the success of new training techniques and programs for new-hires. Encouraged recommendations from staff member and made appropriate changes accordingly.

LEADERSHIP AND MANAGEMENT: Supervised staff members in daily operations. Encouraged staff to create new cocktails, propose promotional event ideas, and recommend new training techniques to expand product knowledge. Served as liaison between staff and ownership.

SALES: Created incentives to increase event participation and revenue. Eliminated costly discounts, and unsatisfactory inventory. Conducted research and analysis of new products based on trends and tasting events with selected patrons’ and staff members.

CUSTOMER SERVICE: Answered phones and email, assisted ownership, accounting department, vendors, and local businesses with outreach programs, charitable contributions, and event inquiries. Communicated menu changes, operation hours, and follow-up recommendations to patrons. Diffused tense situations and resolved conflicts.

**KEY ACCOMPLISHMENTS:**

* Removed costly purchases and coordinated orders through commercial vendors; reduced expenses 10%.
* Created new four-day training program including, testing of product and inventory knowledge, serving and alcohol awareness, and customer service expectations; increased daily revenue by 30%.
* Conducted research that exposed over expenditures, theft, and mismanagement of inventory and finances.

**Program Assistant, Child Youth Center** **11/15 – 04/16**
Non-Appropriated Funds (CYS) 20 hours/week 17 Ames Ln., Fort Rucker, AL 36362
Supervisor: Melissa Davis, 334-333-2611, may contact

YOUTH PROGRAM ASSISTANT: Served as Child and Youth Program Assistant (CYPA) in Child Youth Center, Child Development Center, and School Age Center. Maintained control of and accounted for children and youth safety. Maintained permanent placement at Youth Center assisting supervision for youth ages 11-18 years.

Developed and coordinated programs; encouraged interaction with children, youth and adults. Prepared, arranged, and maintained indoor/outdoor activity areas. Collected and distributed equipment and materials to accommodate daily agendas. Demonstrated, instructed, lead and facilitated planned and spontaneous program activities. Coordinated large-scale events with supervisors including, lock-ins with 175 youth, dances, movie nights, astronomy, and Special Olympic assistance. Greeted, validated and escorted visitors throughout facility.

LESSON PLAN EXECUTION: Assisted and led planned activities including Healthy Eating Habits, arts and crafts, volunteer events, team building, field trips, lock-ins and movie nights. Followed, instructed, and executed lesson plans assigned by Lead Supervisor.

Established program environment that sustained participant interests and promoted positive child, youth and adult interaction. Implemented activities and special events encouraging physical, social, emotional and cognitive needs of youth. Conducted analysis into program participation and reception to evaluate overall effectiveness and cost efficiency. Ensured assigned learning goals were met.

DEPARTMENT ASSISTANCE: Assisted and filled supervisor roles in various program departments. Provided general administrative support to Lead Supervisor including data entry, research and analysis of industry childhood development trends and psychological studies.

Assisted children and youth with special projects, homework, athletic coaching. Set up and maintained display and bulletin boards with public service announcements, accomplishment recognition, and event agendas. Scheduled meetings with youth leadership programs.

VERBAL AND WRITTEN COMMUNICATION: Communicated with higher supervisors on program attendance, abuse and misconduct with youth. Propose and endorse budget friendly activities, refurbished damaged equipment for donation, and recycling procedures. Scheduled and participated in conferences with parents and staff.

**KEY ACCOMPLISHMENTS:**

* Developed and implemented Healthy Eating Habits with a 95% participation rate
* Initiated communication and negotiated contracts with vendors; reduced spending by 10%
* Created training and educated staff; improved communication interactions between youth and adults

**Miscellaneous Clerk**  **10/15 – 11/15**
Non-Appropriated Funds (NAF) 35 hours/week 113 Novosel St., Fort Rucker, AL 36362
Supervisor: Alana Alvarado, 334-470-7513, may contact

CASH CAGE: Retrieved cash deposits from multiple secure safes. Followed NAF and government policies and procedures in retrieval, transportation, handling, counting, reconciling, and distribution of large sums of money accurately and appropriately. Collected and replenished cash drawers from hospitality and recreation facilities. Coordinated with Operations Assistant in preparing cash bags for military functions and post events.

Maintained accurate handling of facility funds by processing all transactions and daily average reports in accordance with policies and procedures. Executed monetary transactions for NAF personnel specific to their facility. Maintained accurate balances of assets. Completed daily bank deposits; counted, rolled, and packaged money in safe daily. Reported and accounted for safe shortages and overages.

ADMINISTRATIVE: Provided general administrative support to Operations Assistance and NAF event and restaurant staff including, extracting financial documents, analyzed and reviewed personnel requests for information, and correspondence to headquarters.

Filed daily revenue reports; performed data entry of invoices, receipts, personnel profiles through secure government automation software programs. Created spreadsheets and graphs corresponding monthly gross sales. Established and retired outdated correspondence in accordance with record management regulations. Reviewed daily average reports; ensured accuracy, detect over expenditures, suspicious activity, and mismanagement of financial resources.

**KEY ACCOMPLISHMENTS:**

* Increased expediency of daily cash cage operations by 50%.

**Customer Service Manager; Material Damage Supervisor** **04/14 – 05/15**
Catastrophe Solutions International 60 hours/week 11630 Lilburn Park Rd., St. Louis, MO 63146
Supervisor: Eric Fisher, 330-675-9028, may contact

CUSTOMER SERVICE MANAGER: Managed up to 20+ CIS personnel and independent contractors throughout $1 million-dollar contracts with partnered insurance companies across North America. Conducted ride-along inspections with Regional Operations Managers. Evaluated CSI personnel and contractor technical ability, procedural, statutory compliance, time management and customer service.

Created and implemented customer service check-in and out-processing procedures to increase expediency. Owned customer issues; resolved problems effectively and timely. Maintained accurate records and documented customer service actions and discussions in digital and print.

Recruited, mentored, and developed local contractors in a fast-paced environment. Developed service procedures, policies, and standards; increased customer satisfaction. Identified and recommended appropriate vendors in area of assigned responsibilities for future repairs.

MATERIAL DAMAGE SUPERVISOR: Supervised up to 15 contractors through North America during insurance claims operations. Ensured team compliance with CSI and contracted insurance regulations required licensing through ongoing professional developing. Delegated repair assignments and maintained orderly workflow. Inspected incoming and outgoing cargo for evidence of non-catastrophic damage, abuse, and tampering.

Oversaw and evaluated performance and quality of automotive repairs. Monitored and performed appraisals/re-inspections by independent and staff adjusters, determined accuracy, timeliness and quality. Completed performance and disciplinary evaluations in timely manner per company policy. Ensured customer repair records and expenditure reports were produced, maintained, and quality control measurements were secure. Reviewed and approved payments for expense bills and automotive part payments within authority and responsibility. Performed audits to determine effective quantitative and qualitative performances.

ADMINISTRATIVE: Performed a variety of executive administrative tasks for senior management and ownership including, distribution of correspondence memos, faxes, copying, scanning, binding, employee and customer forms, and letters. Booked travel arrangements and accommodations including, hotels, rental vehicles, calls, and couriers for senior management.

Maintained up-to-date employee records. Resolved accounting and admin issues. Integrated dent repair and automotive insurance estimate software systems for tracking large amounts of data. Developed and maintained customer and accounting filing systems. Organized customer schedules for repairs and consultation appointments. Answered and directed phone calls, emails, and visitor inquiries. Served as liaison between customers, technicians, insurance adjustors and senior management. Coordinated conferences and meetings with conventional repair facilities, dealerships and commercial realtors. Coordinated accounts with vendors, processed customer deductible payments, and distributed reimbursements. Processed automotive part returns.

DATA RESEARCH AND ANALYSIS: Conducted research in collation with contracted meteorologist on weather patterns. Analyzed industry statistics and compiled accurate reports of catastrophic damage and insurance claims. Procured new policies and trend analysis on geographic trends. Analyzed financial patterns per operation; detected for misappropriated spending, fraudulent claims, and waste. Researched competition and identified opportunities for expansion. Developed proposals recommendations based on industry trends and customer feedback.

**KEY ACCOMPLISHMENTS:**

* Exposed the contract relationship between USAA and Russian operated Hi-Tech PDR
* Encouraged CSI to engage in contract proposals with USAA which were rewarded in 2016
* Developed new operating procedures to streamline $1 million-dollar operations
* Managed multi-million-dollar operation within first three months of employment
* Implemented physical placement of conventional repair expert in warehouse during operations

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**EDUCATION**

**Bachelor of Arts (BA)** – 2020American Military University
Major: Intelligence Studies
Track: Intelligence Operations
GPA 3.8

Enterprise State Community College - 2016
Area of Study: General Education
Track: Criminal Justice
GPA 3.5

**TECHNICAL SKILLS**

Microsoft Office Suite (Word, Excel, PowerPoint, Prezi, SharePoint) • Google Drive (Docs, Sheets, Slides, Forms) • ShopKeep • Typing Speed 50 WPM

**SPOUSE PREFERENCE**Spouse of Active Duty US Army. Eligible for consideration under Executive Order 13473, September 11, 2009 Non-competitive appointment for Certain Military Spouses.