

PROGRAM DIRECTOR / OFFICE MANAGER

Summary

Highly personable, tech savvy Professional with 9 plus years of experience in administrative and customer service roles including 5 years of non-profit experience. Demonstrated ability to develop and maintain relationships through dependability and exceptional service leading to increased repeat and referral business and support. Effectively communicates with the Executive & Advisory Board of Directors with the constant ongoing of daily operation. Job responsibilities include facilitating monthly support group meetings, training volunteers for educational awareness programs within the community, maintaining donor data with use of Sage Fundraising 50 donor software, mailings of thank you letters and fliers to donors, creating marketing materials and social media postings, and maintaining website and calendar updates. Additional qualifications include use of

Highlights

Microsoft Word, Excel, Outlook, PowerPoint, Access, Publisher, Adobe Pro, Operating Systems Windows XP, Vista and Mac, Skype, Facebook, YouTube, Twitter & LogMeIn Remote.

Experience

Program Director / Office Manager

March 2009 to Current Company Name 1/4 City, State

- Serve as director for a not-for-profit corporation tending to the needs of survivors diagnosed with all forms of Gynecological cancers & their caregivers.
- Raising awareness, fundraising, and hosting local lunch and learns and community events.
- Implemented a program with third year medical students at U of L & U of K called "Survivors Teaching Students." Partnered with the James Graham Cancer Center & Norton Hospital in the design of a new High Risk Screening Clinic for Ovarian Cancer.
- Facilitate monthly support group meetings to GYN Cancer Survivors and their Caregivers.
- Handle all of the day to day operations in keeping a Non-Profit Organization healthy and thriving.
- Maintain donor mailing lists and send out thank you letters and fliers for upcoming events.
- Maintain website and calendar updates.
- Create marketing materials and social media postings.
- Maintain donor data with use of Sage Fundraising 50 donor software and Virtual Terminal and Merchant Solutions software.

Personal Assistant to Director of Aviation

Company Name 1/4 City, State

- Assisted in all day-to-day needs of the Director.
- Made travel arrangements, organized office space, and hosted meetings for clients to review veneer products.
- Assisted in the Interior design and implementation of high end Private Jets: Personally designed Oprah Winfrey's & Cirque Du Soleil's RJ, UPS, Fed Ex, Gulfstream and Bombardiers corporate company jets.

Guest Services Representative

Company Name 1/4 City, State

Flight Attendant

Company Name 1/4 City, State

- Collaborated with Customer Care / In-Flight Managers to create strategic plans to enhance customer satisfaction.
- Provided employees with tools to maintain and increase service levels to both internal and external customers.
- Increased employee knowledge by assisting with development and implementation of product-awareness program.
- Served as In-Flight Training Instructor.
- Emergency Safety (First Aide, CPR & Automated External Defibrillator) • Emergency Procedures • Crew Resource Management to Line Holding Pilots & Flight Attendants • Security • Serving • Customer Service • Aircraft Specifics • I.O.E.
- Qualified.

Education

Bachelor of Arts : Psychology Social Sciences The University of Louisville 1/4 City, State Psychology Social Sciences

High School Diploma Presentation Academy 1/4 City, State

Interests

Enjoy playing Tennis, Skiing, Flying and Photography. Psi Chi Member: The National Honor Society of Psychology - Secretary/Treasurer. The Louisville Science Center; Twinbrook Nursing Home, The Home of the Innocence; Meredith Dunn Day Care Center and Retreat Leader, Deaf Adult/Youth Community events, Mini Deaf Olympics, The Junior League of Louisville & Ovarian Awareness of Kentucky Advisory Board member.

Skills

Adobe, CPR, clients, customer satisfaction, Customer Service, Customer Care, forms, Fundraising, Instructor, Interior design, letters, Mac, Director, marketing materials, meetings, Access, Excel, office, Outlook, PowerPoint, Publisher, Windows XP, Word, Norton, Operating Systems, Profit, QuickBooks, Safety, Sage, strategic plans, Teaching, travel arrangements, Vista, website

Additional Information

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