

# NAME

Street | City, State | 555.555.5555 | adam\_alum@unc.edu | LinkedIn

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## SUMMARY

Initiating, building and maintaining networks through a personalized approach to customer service and support. Collaborative and team oriented. Known for taking initiative, identifying and allocating resources, and organizing efforts to create increased efficiency. Skilled communicator across levels and functions with a proven ability to write clear and concise reports, and tailor messages to diverse audiences. Proficiency with Microsoft Office Suite. Familiar with social media.

- Written & Verbal Communication
- Problem Solving Ability
- Professional Presentations
- Project Management
- Attention to Detail
- Database Management

## RELATIONSHIP BUILDING

- Call on new and existing clients of Company X to build awareness and support of upcoming events/initiatives; consistently meet and exceed attendance goals for up to 30 events annually.
- Built mutually beneficial partnerships with local businesses leading to increased support of School X's annual auction fundraiser; as Co-Chair, efforts led to exceeding fundraising goal by \$40K.
- Created a strong network of repeat customers and a profitable referral base for AAA by listening to clients and consistently meeting and exceeding their expectations.

## COMMUNICATION

- Review, proof read and edit all written and electronic communications sent out on behalf of Company X; ensure consistency of brand and messaging, accuracy of information and use of appropriate grammar and punctuation.
- Speak with up to 100 corporate event planners daily, explaining the benefits of attending Company X events based on the needs and goals of their organization; conduct timely follow up over the phone and via email.
- Developed a monthly newsletter sent to all AAA customers on a monthly basis; generated content to promote upcoming trips and spotlight agency partners.

## PLANNING & ORGANIZING

- Planned, organized and coordinated luxury vacations lasting three days to three weeks for individuals and groups of 20+; tailored trips to clients' interests and budgets and generated detailed itineraries outlining every aspect of their journey.
- Organized School X's largest annual fundraiser with 200+ attendees; led a team of 50+ volunteers in the planning and execution of a live and silent auction and coordinated catering and entertainment.
- Researched and evaluated venues for three new Company X events in two new cities; compared organizational needs to the benefits of each location and presented recommendations to the Marketing Manager and Director of Client Accounts.

## PROFESSIONAL EXPERIENCE

<i>Client Relations Coordinator</i> , Company X   Durham, NC	2015 – Present
<i>Luxury Travel Manager</i> , AAA   Chapel Hill, NC	1986 – 1992
<i>Owner</i> , Creative Agency   Durham, NC	1983 – 1985

## VOLUNTEER EXPERIENCE

<i>Volunteer &amp; Co-Chair</i> , School X   Chapel Hill, NC	1998 – 2001
<i>GED Instructor/ Volunteer</i> , Literacy Organization   Durham, NC	1995 – 1997

## EDUCATION

**University of North Carolina at Chapel Hill**  
B.S., Journalism