

Alicia Barrett

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I'm sure you know what bad customer service feels like, but do you know [how much it costs](#)? My primary focus is to help companies save money through awesome customer service. I've helped bootstrapped nonprofits to big corporations improve their customer service so that they can keep their clients happy and informed.

Career History

Donor Services Officer, January 2015 - April 2016

Community Foundation for the National Capital Region, Washington, D.C.

The Community Foundation is the largest funder of nonprofits in the Washington metropolitan region. I was hired to organize donor activities for one of the organization's affiliate offices.

- When the affiliate office needed to leverage technology to communicate with donors, I designed personalized quarterly infographics that brought dry announcements to life.
- After the annual gala ended and donors needed a new way to stay informed about the foundation's social impact, I organized site visits with dozens of nonprofits as well as stakeholder networking events.

Trust Administrative Officer, June 2013 - January 2015

U.S. Trust, Washington, D.C.

U.S. Trust is Bank of America's wealth management offering for ultra-wealthy clients. I joined to provide administrative support to a team of trust officers and portfolio managers.

- As client-facing advisors traveled for meetings, I helped the team remain responsive to client requests.
- When the bank increased know your customer (KYC) account reviews to mitigate fiduciary risk, I successfully submitted reviews on-time, on top of my regular administrative duties.

Outreach Campaigns Intern, September 2012 - June 2013

Center on Budget and Policy Priorities, Washington, D.C.

The Center is a think-tank that influences federal and state policy. I worked on the organization's annual community outreach kit.

- I wrote the community outreach kit's first article detailing strategies used to safely connect workers, who are domestic violence survivors, to the Earned Income Tax Credit, the Child Tax Credit, and free tax filing assistance.
- After helping the campaign develop a new outreach strategy, I co-presented on a webinar to share the update with campaign members.

Education

I received a bachelor's degree in anthropology and political science from the University of California, Irvine.