

# Alicia Barrett

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I specialize in customer success. I started out in retail sales to support myself through school and quickly realized I like interacting with clientele. Nowadays, I'm skilling up by learning how to use responsive web design and computer programming to keep customers informed, make them feel good and coming back for more. I'm looking for a great opportunity with a technology firm whose ability to keep customers happy is key to its success.

## Career History

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

Donor Services Officer, January 2015 - April 2016

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 and scheduled quarterly infographics that brought dry announcements to life.
- After the annual gala came to an end and donors needed a new way to stay informed about the foundation's impact in the community, I organized site visits with dozens of nonprofits as well as stakeholder networking events.

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

Trust Administrative Officer, June 2013 - January 2015

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

- 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.

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

Outreach Campaigns Intern, September 2012 - June 2013

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 kits 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.

## Education

Bachelor of Arts in anthropology and political science from the University of California, Irvine.

## Interests

I'm an amateur web developer and yogi. I also enjoy volunteering. I recently joined CoderDojo McDonough, a group that teaches kids about coding.