**Hayley G. Grimm Community Relations Coordinator Profile**

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Dynamic, passionate, and performance-driven professional with hands-on experience in community engagement and outreach. Proven success in planning and executing events, offering exceptional customer services, overseeing fan engagement program activities, and maintaining the bridge between the schools and community. Experienced in providing services, resources, and connections to students and families based on needs. Demonstrated ability to devise and implement action plans to overcome problems and achieve set goals. Highly skilled at working in diverse school settings and liaising with students, family members, teachers, and other school staff. Adept at collaborating with school-aged youth, educators, families, and communities from a wide range of cultural, social, and economic backgrounds. Committed to superior services through positive attitude and leadership within fast-paced environment. ***Areas of Expertise include:***

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| --- | --- | --- |
| * Program Management | * Event Planning & Management | * Communication |
| * Mental Health Services Implementation | * Customer Service | * Engagement & Empowerment |
| * Team Coordination & Management | * Relationships Building | * Team Building & Leadership |

**Professional Experience**

**PHILADELPHIA EAGLES** • Philadelphia, PA • May 2019 – May 2020

**Fan Services Post-Graduate Intern**

Delivered active functional support in planning, executing, and managing all Season Ticket Member events, which included events during Eagles games, Training Camp, and Insider Series. Supervised and monitored overall activities related to the fan engagement programs, including season ticket member of the game and fan proposals. Adeptly managed and maintained all lost and found items from events at Lincoln Financial Field with ISS Command Software.

**Key Contributions:**

* Utilized excellent communication skills while responding to phone calls and efficiently responded to any queries received from season ticket members and fans regarding tickets, experience opportunities, and feedback.
* Ensured smooth running and efficient running of functions by managing ticket and fan services operations for all major events at Lincoln Financial Field.
* Contributed efforts in preparing and organizing game day fan programs for Eagles games and other major events.
* Planned and conducted training sessions for academic interns and monitored performance on regular basis.

**THE WALT DISNEY COMPANY, DISNEY WORLD** • Orlando, FL • Jan 2019 – May 2019

**Spa Hostess, Disney College Program “**Senses Spa at Walt Disney World’s Grand Floridian and Saratoga Springs**”**

Served as an initial point of contact at spa, delivered support to the guests with scheduling appointments, and provided required information. Accomplished all assigned tasks in an efficient and professional manner such as check-in and billing, processing reservation requests related to spa and salon treatments, and retail products replenishment.

**Key Contributions:**

* Demonstrated detailed product and services knowledge while explaining specific spa treatments and services in accordance with guests’ needs and interests.
* Ensured high level of guest satisfaction by offering exceptional customer services and resolving any queries.

**BORGATA HOTEL CASINO & SPA** • Atlantic City, NJ • May 2018 – Oct 2018

**Borgata Pool Supervisor**

Rendered expert services as a pool supervisor; administered and controlled overall operations of indoor and outdoor pool complexes that comprised of 400+ lounge chairs, daybeds, and VIP cabanas. Oversaw and supported pool attendants and concierge staff to confirm seamless execution of operations.

**Key Contributions:**

* Promoted frompool attendant to the pool supervisor position for demonstrating excellent performance and results.
* Guaranteed provision of exceptional customer service and timely resolution of issues by taking appropriate initiatives.

**BORGATA HOTEL CASINO & SPA** • Atlantic City, NJ • 2012 - Present

**Borgata Special Events Representative**

Organize and adeptly deal with various events as a special events representative. Demonstrate professionalism and efficiency while engaging with guests at casino promotional giveaways, parties, and bingo/slot tournament events.

**Key Contributions:**

* Utilized excellent communication skills while interacting with casino guests and registered them for for giveaways, parties and events. Provided support in preparing gift giveaways, packaging, and distribution.
* Leveraged attention to detail skills while verifying bingo and slot tournament scores and completed required paperwork within specified timelines. Adeptly used Microsoft Office and casino related programs.
* Adhered to defined policies and procedures to maintain MGM Resorts SHOW customer service standards.

**Community Involvement**

**Director**, Camp Kesem at Rowan University• Fall 2015 – Summer 2018

* Guided and encouraged children and families throughout the camp year and rendered support to achieve set goals.
* Spearheaded overall aspects of camp planning and operations and directed team to maintain efficiency and effective of the camp. Planned and conducted executive board and club chapter meetings to discuss progress and initiatives.
* Communicated with national team on a weekly basis and attended National Summit. Organized all fundraising initiatives and daily camp activities, which included sports, crafts, talent, and mental health activities.
* Served as an outreach coordinator and ambassador for Camp Kesem within the community and targeted potential campers. Aided accepted families to prepare for camp.

**Get Fit Trainer** • Spring 2016 – Fall 2017

* Competently delivered physical fitness training to the clients with disabilities through weekly workout plans.

**Organization Involvement** • Fall 2014-Spring 2016

* Served as a goalkeeper of Rowan University Women’s Soccer Team.

**Education**

**Master of Science in Communications,** Purdue University, Online, Continue

**Bachelor of Arts, Health and Exercise Science,** Rowan University, Glassboro NJ, Aug 2018

***Specialization****: Health Promotion and Wellness Management*