

TERRY MAPLE

206-123-4567

MAPLET@UW.EDU

[LINKEDIN.COM/IN/MAPLET](https://www.linkedin.com/in/maplet)

SUMMARY OF QUALIFICATIONS:

- 3+ years experience in customer service, scheduling, and file management
- Demonstrated ability to work in diverse marketing, retail, and outreach environments
- Adaptable technology skills with proficiency in Microsoft Office, Google G Suite, Canva, social media platforms (Instagram, Twitter, Facebook)

EDUCATION:

Bachelor of Arts in Psychology, University of Washington – Seattle, June 2023

- **Relevant Coursework:** Stress, Aging and the Brain, Psychology of Gender, Neuroscience of the Mind

Associate degree in Business, Seattle Central College, June 2021

- **Relevant Coursework:** Business Tax Accounting, Multi-Cultural Issues in the American Workplace

EXPERIENCE:

Outreach Volunteer, Bike Works, Seattle, WA, April 2020 – Present

- Managed the public email account and handled more than 75 new messages daily
- Cultivated relationships with donors and potential supporters via phone and community events
- Assisted in planning quarterly fundraising events for more than 300 attendees
- Maintained more than 500 donor files and assisted in the transition to a paperless filing system
- Supported social media presence and posted news and event details across the organization's handles

Marketing Intern, TableFlash, Seattle, WA, June 2021 – September 2021

- Proactively resolved client concerns, leading to a net promoter score of 52
- Answered up to 50 incoming calls a day and directed callers to the appropriate departments
- Coordinated weekly team meetings, reserved meeting locations, and ordered refreshments

Shift Supervisor, Café Solstice, Seattle, WA, March 2018 – September 2019

- Greeted and interacted with an average of 100 customers a day
- Monitored employee records, including promotions, discipline, and PTO
- Created complex weekly schedules for a team of 10

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AREAS OF EXPERTISE:

Communication & Critical Problem-Solving

- Greeted and interacted with an average of 100 customers a day
- Proactively resolved client concerns, leading to a net promoter score of 52
- Answered up to 50 incoming calls a day and directed callers to the appropriate departments
- Managed the public email account and handled more than 75 new messages daily
- Cultivated relationships with donors and potential supporters via phone and community events

Initiative & Collaboration

- Created complex weekly schedules for a team of 10
- Coordinated weekly team meetings, reserved meeting locations, and ordered refreshments
- Prepared slides and presentations for team meetings and fundraising events
- Assisted in planning quarterly fundraising events for more than 300 attendees
- Interfaced with vendors, booked venues, and arranged catering and entertainment

Accountability & Adaptability

- Maintained more than 500 donor files and assisted in the transition to a paperless filing system
- Monitored employee records, including promotions, discipline, and PTO
- Drafted content and announcements for a biweekly newsletter
- Supported social media presence and posted news and event details across the organization's handles

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- **Outreach Volunteer**, Bike Works, Seattle, WA, April 2018 – Present
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