

Caitlin Stevenson

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Education & Philanthropy

SMU Continuing & Professional Education Full Stack Web Development	February 2022 - Present Expected Graduation: May 2022
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Texas A&M University , College Station, TX Bachelor of Science: Recreation, Park & Tourism Sciences Focus in: Tourism Management Relay for Life – Public Relations Committee Make-A-Wish: Young Leaders Council – Programs Sub-Committee	Graduated May 2014 August 2013 – January 2014 February 2017 – June 2017
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Experience

Love the Mouse Travel Travel Agent	October 2020 - Present
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- Meet with clients to determine travel needs, budgets and preferences.
- Sell and coordinate transportation, accommodations, insurance, tours and activities.
- Advise clients regarding destinations, cultures, customs, weather and activities.
- Collect payments, books travel arrangements and pay applicable fees.
- Handle travel issues, conflicts, complaints, cancelations and refunds.
- Build and maintain relationships with travel and tour vendors.
- Attend travel seminars and conferences.
- Conduct research on destinations and industry trends.
- Maintain accurate records of bookings, payments, transactions, phone calls and meetings.

Friends of the Katy Trail , Dallas, TX Development and Operations Assistant	February 2021 – February 2022
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- Plan, organize and manage quarterly member events, and the annual Katy 5K fundraiser.
- Manage invoicing, accounts payable and accounts receivable for the organization.
- Act as Board Liaison, responsible for communication, scheduling of Board and Committee Meetings, and Meeting Minutes.
- Manage the organization's social media platforms (Instagram, Facebook, Twitter).
- Plan, schedule and execute outreach campaigns and fundraising events.
- Maintain donor database, which houses the accounts of over 6,000 donors.
- Manage the Young Professionals Organization which encourages young professionals between the ages of 20 to 40 to get involved with their community, network and fundraise for a cause in which they believe.

Dallas Museum of Art , Dallas, TX HR Specialist	June 2019 – February 2021 March 2020 (promoted)
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- Lead full cycle recruiting efforts for all Museum positions.
- Implemented and managed the Onboarding Buddy Program.
- Planned and executed employee engagement events throughout the year.
- Prepared job postings for the DMA website and created ads for recruitment.
- Trained managers to use applicant tracking system.

- Administered background and reference checks.
- Field job seeker inquiries regarding the application process referring them to the website.
- Acted as liaison with staffing agencies.
- Coordinated new hire set-up form and all contracts/offer letters for new employees.
- Prepared onboarding materials for new hires and created new personnel files.
- Lead new hire orientation for all newly recruited employees and interns.
- Handled all incoming reference checks verifying dates of service, title, salary, and date of departure.
- Performed customer service functions by answering inquiries.
- File EEO-1 report annually.
- Complete administrative payroll functions, forms, and letters.
- Assist with facilitating benefit enrollment annually and for new employees.
- Monitor completion of online performance management forms.
- Process terminations by conducting exit interviews, and retrieval of badges, keys, and other company property.

Executive Assistant to the CFO & Director of HR

June 2019 – March 2020

- Was responsible for several month end close functions for the Accounting Department including; credit card data rollover, month end cost center reports and gathering of cost center variance explanations.
- Coordinated Committee Meeting reservations, prepared materials, and recorded minutes for several key DMA Board of Trustee Committees.
- Administrator for the following programs:
 - o Smartdata (DMA Credit Card Reporting System)
 - o DMA American Airlines Miles Program (Manage miles and book travel based on need and availability)
 - o DMA Amazon Business Account
 - o SAP Concur (Invoice Processing Platform – Secondary Administrator)
- Created and distributed monthly newsletters.
- Took ownership of various ad hoc projects.
- Managed Outlook calendars and booked meetings for the CFO and Director of HR.
- Screened incoming calls and acted as gatekeeper.
- Assisted with recruiting efforts and interview scheduling/coordination as needed.
- Planned and executed Staff Exhibition Previews and miscellaneous events throughout the year.
- Acted as the Secretary for the employee run Culture Club Committee.

Friends of the Katy Trail, Dallas, TX

April 2018 – April 2019

Development and Operations Assistant

- Managed organization's social media platforms (Instagram, Facebook, Twitter) for three months during Marketing Director's maternity leave.
- Developed and cultivated relationships with community members and potential donors.
- Assisted in planning, scheduling and executing outreach campaigns and fundraising events.
- Maintained donor database, which houses the accounts of over 6,000 donors.
- Managed and acted as the liaison for the Young Professionals Organization which encourages young professionals between the ages of 20 to 40 to get involved with their community, network and fundraise for a cause in which they believe.
- Managed the operational and network logistics for the office move.

Cohost Catering, Dallas, TX

June 2017 – April 2018

Event and HR Director

- Consistently delivered events on time and within budget. (Averaging around 30 projects a week ranging in size and complexity)
- Provided leadership, motivation, direction and support to several teams.
- Developed and managed projects from proposal to delivery.

- Fostered and maintained vendor and client relationships.
- Responsible for all project budgets from start to finish.
- Handled all recruiting and staffing.
- Managed performance and employee development.
- Created and administered employee orientation, development, and training.
- Developed and managed all back-office HR databases and operations. (Gusto, When I Work, Deputy)
- Implemented and managed a 360-review process.

Carlson Capital, L.P., Dallas, TX

June 2015 – June 2017

Sr. Administrative Assistant; HR and Recruiting Coordinator

January 2017 (promoted)

- Reviewed resumes and passed along qualified candidates to hiring managers for further review.
- Completed phone screens and coordinated on-site interviews for front office and back office positions.
- Organized and maintained recruiting databases. (Greenhouse, Salesforce, Taleo, BambooHR)

Receptionist

June 2015 – December 2016

- Served as the face and voice of the company in the Dallas Headquarters.
- Completed ad-hoc projects varying from power point presentations to filing projects.
- Supervised and managed Cristo Rey Dallas interns.
- Trained new receptionists.
- Scheduled and coordinated regular office maintenance needs.

50th Annual ACM Awards Show (AT&T Stadium), Arlington, TX

April 19, 2015

Catering Manager

- Was invited to act as one of eight Catering Managers for the day of the event.
- Managed performing artists green rooms and a 12,000 person post event concert.

Capital One Conference Center (Benchmark Hospitality), Plano, TX

August 2014 - April 2015

Meeting and Event Planning Coordinator

- Worked closely with internal and third-party customers to plan meetings and events.
- Coordinated with vendors and departments to ensure smooth service delivery.
- Juggled multiple events and projects simultaneously.
- Planned and coordinated meetings of up to 6,000 attendees.

Dr Pepper Ballpark (Frisco RoughRiders), Frisco, TX

May 2013 - August 2013

Director of Entertainment Intern

- Implemented a new paperless game script software.
- Directed a staff in preparation and on field blocking for in game and pre-game performances and skits.
- Assisted with coordinating the annual celebrity softball game and golf tournament.

Ashley & Co., College Station, TX

January 2012 - September 2012

Lead Event Coordinator and Inventory Manager

- Managed intern and vendor staff.
- Worked with clients to bring concepts to reality; including budget management, timeline creation, vendor management and event design.

Hilton Hotel & Conference Center, College Station, TX

March 2011 - December 2011

Wedding Captain and Banquet Server

- Managed and supervised staff on all weddings and Texas A&M Football Team events.
- Assessed organizational systems of the banquet department and reorganized data and stock to increase productivity.
- Coordinated the set up and tear down of weddings, meetings, conferences and conventions.

Walt Disney World Resorts, Buena Vista, FL
Sales Associate (Disney College Program).

February 2010 - August 2010

- Entertained and communicated with guests from all over the world on a day to day basis.
- Developed customer service skills and brought the Disney Magic to life through opportunities to surprise and delight guests.

Skill Highlights

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| • HTML | • Project Management | • Budget Analysis |
| • CSS | • Administration | • Travel Planning |
| • JavaScript | • Writing/Editing | • Event Planning |
| • Management | • Database Management | |