

JOCELYN M. KORESKO

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SUMMARY: Intelligent and versatile young professional with more than three years experience in administrative and project/program management support, primarily in defense and homeland security. Additional experience with general office administration, marketing, customer service, and IT projects. Active TS/SCI clearance with CI poly.

EDUCATION:

Virginia International University
Master of Business Administration Candidate
Marketing Management Concentration
GPA: 4.0
Anticipated Graduation Date: Spring 2014

The George Washington University
Washington, DC
Bachelor of Arts in Political Science
Graduation Date: May 2009
GPA: 3.92

Honors: summa cum laude, Phi Beta Kappa Society, Outstanding Academic Achievement Scholar, Pi Sigma Alpha National Political Science Honors Society, Golden Key International Honors Society, Sigma Alpha Lambda National Service and Leadership Honors Society

PROFESSIONAL EXPERIENCE:

July 2012 – Present

Right at Home

Fairfax, VA

Position: Marketing Intern

- Provide marketing support to the Northern Virginia franchise, reporting to the Director of Client Relations.
- Assist in developing and executing overall internet marketing strategy to enhance the franchise's online presence and drive/increase internet referrals.
- Assist in creating business/action plans and developing ideas/recommendations for franchise website development, print and electronic client outreach activities, and improved franchise customer service.
- Write, design, edit, and execute print and digital marketing materials, including flyers, brochures (Microsoft Publisher), press releases, user guides, standard operating procedures, e-mail blasts, and website content.
- Create new pages and layers on franchise website, using corporate content management system, to increase functionality, accessibility, usefulness, and to showcase unique, local office information.
- Build franchise internet presence and enhance search engine optimization by creating, updating, and managing content for over 70 online business listings, accounts, and profiles.
- Create and develop franchise social media profiles (LinkedIn and Facebook).
- Conduct local media outreach, including sending press releases and inquiring about advertising opportunities.
- Participate in monthly calls with corporate marketing representative to discuss marketing strategy development and progress.

December 2011 – July 2012

CASS Professional Services

Temecula, CA (worksite in Arlington, VA)

Position: Administrative Assistant

- Provided administrative, IT management, and special project support to the Mission Support directorate and Chief, Operations Division.

- Created, updated, and provided managerial oversight of directorate internal SharePoint site, including setting up user accounts, providing training, creating business processes, manipulating the user interface, and content management (documents, announcements, contact lists, links, task lists, etc.).
- Updated standard operating procedures to reflect institutional and administrative changes.
- Served as a team point of contact for routine and small-scale IT issues and questions.
- Attended weekly staff meetings and provided updates to leadership on IT projects that related to the group.
- Attended training sessions relating to intelligence and Department of Defense-specific topics.
- Provided ad hoc assistance to civilian and military personnel where needed.

March 2011 – December 2011

Planned Systems International

Arlington, VA (worksite in Washington, DC)

Position: Project Analyst I

- Provided administrative and project/program management support to the Department of Homeland Security (DHS), Office of Intelligence and Analysis (I&A), State and Local Program Office (SLPO).
- Assisted with management of DHS involvement with the Nationwide Suspicious Activity Reporting (SAR) Initiative by providing general administrative support to superiors and working on special projects.
- Attended meetings and teleconferences on behalf of supervisors and transcribed minutes for dissemination.
- Contributed to, edited, and updated executive-level briefing books and analyst training materials.
- Maintained branch calendar in Microsoft Outlook and create/disseminate meeting and event invitations.
- Monitored branch mailbox and respond to inquiries/requests for information.
- Served as a liaison/point of contact between the branch and DHS Components.

July 2010 – October 2010

David Hale Associates, Inc.

Washington, DC

Position: Administrative Assistant V

- Assisted the Chief Marketing Officer with marketing and customer service to promote and support the operations and initiatives of the Information Technology branch of the Federal Bureau of Investigation (FBI).
- Promoted internal customer education and use of IT products by creating standard operating procedures, graphic materials, electronic newsletters, and service announcements.
- Created and disseminated customer service notifications related to IT product and system matters (maintenance, outages, deployments, etc.) via e-mail.
- Created and maintained IT product web pages and a team working site on the FBI intranet using Microsoft SharePoint software.
- Created articles for internal and external distribution (including the public FBI.gov site).
- Proofread and edited official IT branch and FBI documents and communications.
- Served as a point of contact for various IT marketing projects.
- Assisted in providing guidance to other departments regarding IT marketing and customer service matters.
- Assisted with marketing, promotion, brand building, and public awareness projects related to IT as delegated by the Chief Information Officer.

January 2010 – April 2010

Veterans of Foreign Wars Post 1193

Lawton, OK

Position: Project Assistant

- Assisted the Post Board of Governors with special projects, including drafting official correspondence, advertising events, marketing, graphic design, membership, and club operations.
- Assisted in developing and finalizing contracts for venue rental.
- Provided customer service to Post members and guests in-person and over the phone.
- Maintained cleanliness and organization, took inventory, restocked supplies as necessary, and processed monetary transactions using a cash register.
- Assisted with new employee training.
- Assumed managerial responsibility in the case of short-term manager or assistant manager absence.

February 2009 – June 2009

Department of Defense

Washington, DC

Position: Generalist

- Provided administrative assistance to senior executive civilian and military personnel domestically and overseas (including DIA representatives at other Intelligence Community agencies and at US Combatant Commands).
- Assisted in contract development, planning, and coordination of department training events and conferences, including determining amounts of supplies needed, inputting information into documents and spreadsheets, preparing preliminary and final cost reports, purchasing internal catering and graphic design services, coordinating delivery and resolving discrepancies, creating training and information folders for attendees, and creating and analyzing graphs based on exit survey results.
- Coordinated calendars and scheduled appointments for superiors using Microsoft Outlook.
- Assisted in reviewing and editing official documents and classifying documents appropriately.
- Attended internal and external meetings with superiors, took notes, and prepared briefings/summaries.
- Participated in mandatory and optional web-based training on internal learning management system.
- Performed other general administrative tasks including answering phones, copying, faxing, scanning, printing, and mailing materials.

TECHNOLOGY:

- Windows Operating System
- Microsoft Word, PowerPoint, Excel, Publisher, Outlook, SharePoint
- Internet browsing applications (Firefox, Internet Explorer, Google Chrome)
- General office machinery (copier, scanner, fax machine, multi-function printer, webcam, digital camera, multi-line phone)

OTHER INFORMATION:

- Qualified typist: 76 words per minute
- Military familiarity
- Intermediate proficiency in Spanish (read, written, and spoken)
- Willing to travel up to 25% of the time
- Willing to relocate