

NEIL DONOVAN ALLEN

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EDUCATION

The George Washington University - Elliott School of International Affairs

B.A. International Affairs, 2013

Washington, D.C., USA

American International School of Johannesburg (AISJ)

HS Diploma (Honors), International Baccalaureate Program, 2009

Johannesburg, South Africa

PROFESSIONAL EXPERIENCE

cove September 2013 - Present

Operations Lead (prev. Onsite Host, Intern, Brand Communicator)

Washington, DC, USA

- In less than three years:
 - Executed expansion of the company from first pilot location to eleven DC Metro Area locations
 - Lead three DC company locations to over 30% profit margins and grew membership to 1000+ members
 - Independently handled a quarterly budget of \$100k regularly attaining or surpassing operational cost goals
- Implemented innovative operational systems and processes, including:
 - An asset tracking database which monitored the status, location, value and condition of over \$400k in furniture, equipment, and technology across fourteen national locations
 - “cove unstaffed” - a framework of software, hardware, and other equipment enhancements on locations to allow the safe usage of cove locations after-hours
 - A robust training and on-boarding program for new part-time staff members
- Responsible for recruitment, hiring/firing, training, scheduling, and management of over 75 part-time staff members

D.C. United, Major League Soccer (MLS) September 2012 – June 2013

First Team Administration Assistant

Washington, DC, USA

- Provided extensive administrative and logistical support for the first team players, coaches, and technical staff
- Maintained internal database of scouting game footage used by the General Manager and coaching staff
- Assisted Operations Staff with game day stadium, facilities and match preparations and functions

U.S. Dept. of Homeland Security (DHS), US Secret Service September 2011 – September 2012

Student Assistant

Washington, DC, USA

- Maintained all USSS Employee Medical Folders (EMFs) in Medical Confidential database
- Processed all incoming and outgoing information regarding annual medical reviews of USSS law enforcement officers
- Issued TOP SECRET Security Clearance (September 2011)

U.S. Department of State - Bureau of Diplomatic Security May 2010 – July 2010

Administrative Assistant

Pretoria, South Africa

- Organized and managed USAID-sponsored event hosting local orphanage at U.S. Men’s National Soccer Team training session during 2010 FIFA World Cup
- Provided internal support for Vice Presidential U.S. Embassy visit
- Assisted U.S. Secret Service and White House Communications Agency personnel

SKILLS AND PROFICIENCIES

- macOS/Windows, Microsoft Office Suite, Final Cut Pro
- Hootsuite and social media platforms, Hubspot, Various CMMS databases
- HTML, CSS, Java (beginner)
- US Soccer Federation E-level Coaching License
- Spanish and Afrikaans (conversational), Farsi (beginner)

EXTRACURRICULAR ACTIVITIES

- Assistant Coach, GW Women’s Club Volleyball 2013 – 2015
- Captain, GW Men’s Volleyball 2011 – 2013
- Representative, GW Club Sports Council 2011 – 2013
- Team Member, GW Men’s Club Soccer 2010