

# Fiona Morris

## EDUCATION

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### Mount Holyoke College – South Hadley, MA

May 2019

BA, Philosophy degree with Art History minor; *cum laude* (GPA 3.7/4.0)

## RELEVANT EXPERIENCE

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### Tribute Home Care, Charlestown, MA

*Scheduling Partner*

July 2019 – July 2020

- Collaborated with caregiver associates and scheduling team members to ensure schedule accuracy, consistency, and integrity
- Analyzed internal scheduling processes, collected data, and identified root problems
- Designed and tested new internal communication processes
- Managed client and caregiver schedules across 4 markets
- Facilitated weekly meetings with Executive Directors and Client Solution Managers
- Hosted monthly meetings with Caregiver Excellence Managers
- Negotiated scheduling solutions among clients and caregiver associates
- Advocated for caregiver associate needs and preferences
- Acted with a sense of urgency and demonstrated sound judgement

### Mount Holyoke College Residential Life, South Hadley, MA

*Senior Community Advisor*

May 2017 – May 2019

- Managed 2 residence halls consisting of 250 residents and a yearly budget of \$1,200
- Supervised a staff of 8 Community Advisors in areas of staff development, community building, and policy enforcement
- Hosted weekly staff meetings and monthly 1:1 meetings with each Community Advisor
- Established and maintained building and staff expectations
- Surveyed and analyzed resident community engagement, identified areas of improvement, and implemented solutions
- Led my staff in planning and executing 6 events across two buildings
- Advised residents and staff in areas of academic, professional, and personal growth
- Mentored incoming Senior Community Advisors
- Interviewed incoming Community Advisors
- Created instructional documents for successful event planning
- Presented on “Proactive Program Planning” and non-traditional new student support during Community Advisor trainings
- Received 3 awards: New Staff Member of the Year, Mentor of the Year, and Outstanding Service in Leadership

### Burlington Coat Factory, Burlington, NJ

*Internal Communications Editor*

November 2018 – January 2019

- Held a temporary contracting position editing associates’ submission for a company-wide staff appreciation program
- Edited an average of 1,000 pages per week for grammar and word usage, while maintaining tone of writer
- Screened an average of 1,000 photos per week for format and appropriate content

### Boston Ballet – Summer Dance Program, Newton, MA

*Assistant Resident Director*

June – July 2018

- Supervised 10 Resident Counselors in areas of leadership, policy enforcement, and child crisis response
- Designed Resident Counselor training program, introducing diversity and inclusion workshops to the program
- Systematized student and office records
- Developed new office protocol and processes for tracking student wellness, behavior, medical requests, and transportation to/from the program location
- Resolved program challenges such as building maintenance, student transportation, and staff conflict
- Demonstrated timely, consistent, and professional communication with program parents and school faculty

## SKILLS

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- Proficient in Microsoft Word, PowerPoint and Excel
- Proficient in Google Docs, Slides, Sheets, Forms, and Hangouts
- Proficient with Trello, Asana, Slack, GroupMe, Instagram, Facebook, and Zoom
- Experienced in customer service, filing, scheduling, typing, and both email and phone correspondence
- Experienced in creating posters, social media posts, and newsletter emails to publicize events, policies, and announcements
- Experienced in emergency response protocol for adults and children