

HOLLY GOLDGRABE

(208) 921-4294 | hgoldgrabe@gmail.com | Meridian, ID

Organized and detail-driven professional experienced in content creation, community engagement, and project management. Adaptable leader who works independently and thinks critically in changing environments.

- Consistent and dependable self-starter
- Excellent writing and editing skills
- Advanced Adobe InDesign skills
- Versed in Microsoft Office and Google Suite
- Values clear communication within a team
- Experienced in managing multiple projects from inception to completion
- Passionate about people
- Adept at solving difficult problems
- Curious and avid lifelong learner

EDUCATION

Bachelor of Arts, Psychology
Point Loma Nazarene University

August 2013 - May 2016

PROFESSIONAL EXPERIENCE

Assistant Program Coordinator, Osher Lifelong Learning Institute
Boise State University | Boise, ID | March 2018 - September 2020

- Designed, edited, and wrote content for monthly newsletters, email campaigns, informational documents, and print and digital marketing
- Managed and executed the production of two annual course catalogs including designing the catalog in Adobe InDesign and writing and editing content
- Managed and created content for the Osher Institute website and Facebook page
- Completed a major WordPress site redesign and improved site organization as part of a greater university web project; continually monitor and update current site
- Developed a new online blog to keep members engaged with new learning opportunities after classes were canceled due to COVID-19
- Developed and coordinated member surveys, information sessions, and social events
- Supervised catalog proofreading, distribution, and photography volunteers
- Supported the planning and daily operations of over 100 in-person classes each semester
- Managed Osher Institute office operations and oversaw email and phone lines
- Oversaw member services and database management
- Reconciled purchasing card, arranged travel, and hosted meetings
- Provided comprehensive, high-touch customer service to over 2,000 members

Administrative Assistant II, Osher Lifelong Learning Institute
Boise State University | Boise, ID | November 2016 - March 2018

- Assisted with production and editing of two annual course catalogs
- Assisted with the planning, scheduling, and implementation of programming
- Created and organized Packet Pick-Up Day, a new annual social event
- Managed all aspects of member services, office operations, and communication lines
- Created content for email campaigns, classroom bulletin boards, and monthly newsletter
- Developed standard operating procedures for office functions and reports
- Managed and executed project to move nine years worth of paper records to digital files
- Regularly updated and created content for Osher Institute website and Facebook page
- Provided administrative support for Director, Program Coordinator, and Advisory Board
- Provided excellent, high-touch customer service to over 1,200 members

Administrative Assistant I (Temporary), eCampus Center
Boise State University | Boise, ID | August 2016 - November 2016

- Managed calendars and provided administrative support for two eCampus directors
- Performed research and created competitive analyses for online programs
- Prepared meeting materials, took notes, and distributed post-meeting reports
- Maintained department inventory and ordered supplies

Career Development Intern, Graduate and Professional Studies
Point Loma Nazarene University | San Diego, CA | September 2015 - May 2016

- Developed content for monthly and biweekly student newsletters
- Designed and distributed marketing for networking events and programs
- Assisted with the planning and implementation of events
- Created and scheduled daily social media content in Hootsuite

References available upon request.