

NICOLE KELLY

(843) 304 4737

NKELLY1412@GMAIL.COM

EXPERIENCE

COORDINATOR, ASSOCIATION SERVICES, MCI USA

SEPTEMBER 2018 – FEBRUARY 2019

- Maintain member databases
- Coordinate conference and event registration
- Process check requests for accounts payable
- Create and disseminate marketing email messages
- Make updates to client websites
- Manage production, assembly, and shipment of materials for events

RECEPTIONIST, MCI USA (TEMPORARY)

JANUARY 2018 – SEPTEMBER 2018

- Screen and forward incoming calls as appropriate
- Greet visitors in prompt and courteous manner
- Receive and send deliveries
- Complete projects and tasks as assigned
- Submit and record weekly supply order

WETA, AUDIENCE SERVICES ASSISTANT (TEMPORARY)

NOVEMBER 2017 – JANUARY 2018

- Respond to incoming communications from members, such as emails and voicemails
- Escalate messages to departmental executive director when appropriate
- Create CRM (ROI) procedural guides
- Accurately record all donor concerns and feed back using a CRM database

AUDIENCE SERVICES MANAGER, CREATIVE CAULDRON (NON-PROFIT)

JULY 2017 – NOVEMBER 2017

- Box Office Management
- Create and send e-communications via Mail Chimp
- Weekly cash and check deposits to the bank
- Responsible for CRM donor and patron record maintenance – merge and link personal and business accounts
- Create and mail donation campaign letters utilizing mail merge files
- Create and monitor class and camp descriptions and enrollments
- Group sales
- Invoice and track donor and sponsor payments utilizing Quick Books
- Cross-check current donor levels and sponsor ads for programs to be printed
- Verify sales across multiple databases for weekly and monthly reconciliation

NIGHT AUDITOR, STAYBRIDGE SUITES

AUGUST 2016 – JULY 2017

- Billing & Billing Issue Resolution
- Communicate effectively and efficiently between departments
- Maintain Lobby appearance
- Assist with breakfast; prepare daily requested to-go meals
- Close out daily operations and record COB sales

SPECIAL SKILLS AND CERTIFICATIONS

Adult, Child and Baby, First Aid/CPR/AED

Campaigns

Social Media Campaigning

CRMs – ROI, Arts People, Blackbaud, NetForum Pro

Sponsorships and Memberships

Research

Event Coordination & Management

Non-Profit Experience

Quick Books Online

EDUCATION, CERTIFICATION, AND LEADERSHIP

Coker College – B.A. Theatre, 2014

Coker College Culture Club – Event Coordinator and Secretary

One in Four No More – Founder and President