

# Nicholas Palmer

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## EXPERIENCE

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- Oct 2021 -  
Oct 2024      ***Carnegie Endowment for International Peace. / Washington, DC***  
**Coordinator**
- Maintained email and event calendars, collaborating with internal teams, external stakeholders and vendors to boost attendance by **20% at Carnegie's 2022 Nuclear Policy Conference.**
  - Assisted with proofreading web content and making updates as well as posting digital assets on the website, achieving a **24% increase in digital readership year over year.**
  - Executed administrative duties such as printing, scanning, copying, ensuring that printers and office supplies are stocked, and updating the daily activity calendar.
  - Assisted with organizational events such as logistics, setting up A/V equipment, managing RSVPs, attending events tables, and coordinating with Facilities department to book conference rooms.
  - Contributed to content projects, including blog posts, launch pages, social media copy, email production and web copy, event marketing and other customer-facing assets and initiatives.
- Aug 2019 -  
Oct 2021      ***Town of Chapel Hill. / Chapel Hill, NC***  
**Web Steward & Office Assistant**
- Escalated in-depth inquiries relating to health benefits, workers' compensation, FMLA and retirement policies.
  - Managed reception desk and fielded incoming calls from the public regarding Town services and operations
  - Answered an average of 50 calls per day consistently achieving 95% customer satisfaction rate.
- Jan 2019 -  
May 2019      ***North Carolina General Assembly. / Raleigh, NC***  
**Legislative Intern**
- Produced reports, tracked legislation and optimized daily administrative operations and constituent communications.
  - Managed Representative's constituent calendar and organized in-person meetings and phone calls.
- Mar 2018 -  
Jun 2018      ***Central Pines Regional Council. / Durham, NC***  
**Member Services Intern**
- Conducted in-depth technical research on brownfields program implementation for Triangle-area municipalities and produced a detailed best practices handbook for local governments.
  - Built and deployed email campaigns using Constant Contact and conducted surveys using SurveyMonkey.

## EDUCATION

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- Nov 2024 -  
Feb 2025      **UX Design Certificate**  
*BRAINSTATION / NEW YORK, NY*
- Aug 2012 -  
May 2016      **Bachelor of Arts in Political Science**  
*UNIVERSITY OF NORTH CAROLINA AT PEMBROKE / PEMBROKE, NC*

## SKILLS

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MS Office, Adobe Creative Cloud, Calendar Management, Office Administration, Project Management, Customer Service, Verbal & Written Communication, Time Management, Collaboration, Content Planning and Strategy, Stakeholder Management, Content Management, Adaptability, Problem-Solving, Multitasking in Fast-Paced Environments, Typing and data entry