

# NICHOLAS PAMER

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## EXPERIENCE

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### Web Coordinator

**Carnegie Endowment for International Peace | Washington DC**

**Oct 2021 – Oct 2024**

- Provided general administrative support to the Communications teams such as printing and distributing marketing assets, updating daily activity calendar, coordinating and distributing agendas and supporting documents.
- Managed calendars, worked across the company and time zones: using Monday.com to ensure timely marketing campaigns and global collaboration with multiple teams on marketing progress.
- Acted as an administrator for the content management system, including troubleshooting errors and investigate issues.
- Managed organization's websites, blogs and email marketing calendars ensuring that stakeholders' expectations for their marketing content are aligned and fulfilled.
- Assisted in the research, communications support and organization of internal events and marketing campaigns such as handling logistics, setting up A/V equipment, managing RSVPs, manning event tables, and coordinating with Facilities department to book conference rooms.
- Worked with Marketing, Event and Design teams to build email campaigns, to post content onto the website, and to draft written communications materials.
- Produced and distributed internal and external communications via Adobe Marketo, supporting brand strategy and audience engagement.

### Human Resource Office Assistant

**Town of Chapel Hill | Chapel Hill, NC**

**Aug 2019 – Oct 2021**

- Handled primary administrative tasks for the Human Resources department
  - Led new hire onboarding, documentation and orientation activities in keeping with organizational policies and procedures.
  - Managed reception desk & fielded incoming calls from the public regarding Town operations
  - **Answered an average of 50 calls per day consistently achieving 95% customer satisfaction rate.**
- Acted as web steward for the Human Resource Department's web page (update HR related info using Granicus CMS, check for UI/UX errors and refer any HTML bugs to Web Manager)

### Legislative Intern

**NC General Assembly | Raleigh, NC**

**Jan 2019 – May 2019**

- Sorted constituent mail and edited responses and other correspondence on behalf of Representative.
- Greeted and assisted constituents, visitors, and other employees reporting to the Representative's office.

### Member Services Intern

**Triangle J Council of Governments | Durham, NC**

**Mar 2018 – Jun 2018**

- Collaborated with Engagement Specialist and Co-Director to streamline communication efforts.
- Used marketing software to import email addresses into contact management and to verify existing contacts.

## SKILLS

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**Adobe Creative Cloud / Google Workspace / Content Management Systems / Video Conferencing / Project & Operations Management / Office Administration / Digital Asset Management / Collaboration / Monday.com / Marketo / HTML & CSS / Figma / Email Marketing / Google Analytics / WordPress**

## EDUCATION

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**BrainStation | Certificate | UX Design**

**Dec 2024 – Feb 2025**

**Wake Technical Community College | Certificate | Web Development 1**

**Mar 2020 – Aug 2020**

**University of North Carolina at Pembroke | Bachelor of Arts | Political Science**

**Aug 2012 – May 2016**