**KATHERINE REPPE**

Raleigh, NC

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**OBJECTIVE**

Program or project management position requiring the skills and flexibility to arrange successful customer-facing events and engagements.

**RELEVANT SKILLS**

* Nine years of practical experience in roles demonstrating a high degree of competence in planning, organization, multi-tasking and time management.
* Excellent oral and written communication skills; enthusiastic and personable communicator when interacting with customers, teammates and management.
* Motivated and self-sufficient enough to operate with minimal direction and problem solve to address unusual business situations.
* Leadership experience gained while guiding volunteer teams focused on specific projects goals.
* Computer and internet literate; competent with the Microsoft Office suite, Photoshop, desktop apps, social media, and Personify360 software used to track multiple business lines and revenue streams.

**EXPERIENCE**

# Kerr Family YMCA, Raleigh, North Carolina 2016 – Current

**Welcome Center**

* Perform multiple duties required as the first point of visitor and customer contact for this community-focused organization.
* Serve as a primary customer resource for information about all programs, resources and registration requirements; conduct tours to showcase the facility and encourage new member sign-ups.
* Proactively engage with department leaders and acquire detailed knowledge about their operations and program plans to adequately represent the Y’s offerings to current and prospective members.
* Impact sales and financial performance by educating members about programs and financial assistance; process customer applications and transactions and compile details for accounting.

# University of Arizona – School of Natural Resources, Tucson, Arizona 2005 – 2006

**Program Coordinator**

* Provide executive assistance and administrative support to the leadership team to keep operations and programs running smoothly.
* Facilitate communications across multiple audiences representing department heads, faculty, students and outside agencies.
* Contribute to the execution of meetings and conferences – including pre-event communications and logistics – as well as the preparation of funding proposals, purchase orders, travel arrangements and budget reports.
* Manage and edit the content and social media activities of a location-specific WEST website affiliated with the school; coordinate efforts with main campus counterparts.

# Southeastern Kidney Council, Raleigh, North Carolina 2004 – 2005

**Education Coordinator**

* Deliver programs, information resources and education initiatives that benefit patients and families facing end stage renal disease across North and South Carolina and Georgia.
* Operate as a key player within a regional roadshow team to plan and execute a series of educational workshop events.
* Provide logistical support covering: pre and post-event attendee communications and on-site registrations; room, meeting space, food and beverage arrangements; negotiation and coordination activities with outside suppliers; and, compiling workshop support materials and handouts.
* Maintain an accurate scheduling calendar and contact database resource to safeguard the ongoing exchange of information, capture feedback and build stronger relationships with patients and families.

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# University Conference Services, Research Triangle Park, North Carolina 2000 – 2004

**Conference Coordinator**

* Handle logistical arrangements associated with executive development conferences delivered in a turnkey fashion for mid-sized companies across the country.
* Serve as dedicated coordinator with traveling conference teams to complete: participant communications before and during the event; arrangements and schedules for meeting rooms, catering and audiovisual set-ups; and last-minute changes occurring on-site.
* Capture client feedback to identify improvement opportunities and maintain customer satisfaction.

**EDUCATION**

B. S. Journalism and Public Relations – University of North Carolina at Chapel Hill