

MOLLY MITCHELL

I am a highly motivated individual with refined interpersonal skills, the ability to collaborate with colleagues and the capacity to meet customers' needs and exceed their expectations. I am seeking a position which challenges my creativity, allows me to utilize my skills in customer relations and my passion for community building, and draws upon my customer service background to benefit the organization in a meaningful, measureable way.

EXPERIENCE

Community Manager, Novel Coworking, June 2018 – Present

Center Management

- Oversee operations of Novel's Pittsburgh center, serve as main point of contact for over 250 clients, support sales in signing new clients and generating revenue, manage budgets and monitor profits and losses, collect 70k+ of rent each month, and oversee the entire property

Event Planning

- Solely plan, advertise and host a variety of monthly networking and client appreciation events, adding value to their membership at Novel

Training and Mentoring, RIOT Team

- Create standard operating procedures and guides to bolster the standardization and quality of procedures and policies
- Travel to centers around the country (Phoenix, Savannah, Nashville, Orlando) to assist in center deliveries, grand openings, Community Manager training and the support of struggling centers
- Train and support fellow Community Managers on a daily basis

Onboarding

- Chosen from 25+ Community Managers to be part of an inaugural, critical data integrity team of 3 to onboard all new clients into accounting software in order to accurately bill and collect rent.
- Onboarded more than 500 clients in the span of 8 months.

Property Management

- Oversee the mechanical, roofing, and electrical preventative maintenance and break-fix work of a seven-floor, commercial building in downtown Pittsburgh
- Hired a building engineer, created maintenance ticketing system and oversee its implementation and use, direct building maintenance projects, track and approve invoices
- Collect bids and manage larger property maintenance projects which have included vetting and contracting facility services companies, re-keying the building, and the modernization of the stairwell and elevators;

Center Music Management

- responsible for the curation of center music for the entire Novel portfolio, remote troubleshooting of malfunctioning audio equipment and management of Soundtrack account.

Event Planning & Social Media Intern and Assistant, Hello Productions, Summer 2017

- Attended and assisted in design and planning meetings with clientele
- Wrote copy for social media content including Facebook, Instagram, Twitter and blog posts
- Created day-of and extended timelines for fundraisers and weddings
- Curated and ran a silent auction with baskets' worth totaling \$3,500 for the Soldiers & Sailors Memorial Hall & Museum 2017 Cannon Ball, an annual fundraiser
- Worked directly with vendors to schedule and confirm dates and services
- Lead event set up and tear down for events hosting 250+ guests

Event Planning and On-Site Volunteer, Hello Productions, Fall 2017 – Present

Editor-in-Chief, Carlow Chronicle, 2018

- Led 20-person staff in publishing four newspaper issues each semester
- Wrote and edited articles, submitted photographs and conducted interviews
- Managed a \$5,000 budget
- Assisted in the restructuring and the revival of the student-run newspaper

Photographer, Carlow University Marketing and Communications

- Photographed university events
- Produced content for university magazine and website

Public Relations Intern, MARC USA, Summer 2017

- Wrote copy for clients' social media accounts, including Rite Aid's Instagram for the entire month of July
- Created social media audits for clients and made suggestions for optimization
- Assembled a media contact list and recruited influencers for Retire21, a grassroots campaign

Program Services Intern, Make-A-Wish Greater Pennsylvania and West Virginia, Summer 2016

- Assembled detailed itineraries for granted wish trips
- Organized a volunteer schedule and assigned volunteers to tasks relevant to wish trips

Carlow University Hopkins Communication Center, Promotional Media Coordinator, 2015

- Designed and created the 2016 NACC Conference website, event poster, event schedule and other promotional materials
- Photographed the 2016 NACC Conference

NOTABLE SKILLS

- Event Planning and Event Advertisement
- Promotional Materials Design
- Customer Service and Support
- Vendor Relations
- Fundraising and Advancement
- Community Outreach
- Event, Product and Portraiture Photography
- Photograph Retouching and Cataloging
- Copy Writing and Editing

SOFTWARE EXPERIENCE

- MRI Real Estate Software
- Adobe Photoshop & Lightroom
- Social Media Management and Planning, Hootsuite
- Helpdesk Support Software
- Website Building and Maintenance, Wix & Wordpress
- Nexus Payables
- Google Suite
- Microsoft Office

EDUCATION & AWARDS

Communication and Media, Bachelor of Arts
Carlow University

Valedictorian, Summa Cum Laude, 4.0 GPA

Concentration in Photography, Pittsburgh Filmmakers

The Communication Department Award for Academics and The Communication Department Award for Leadership,

Carlow University

molly.ann.mitchell1@gmail.com • mollyannmitchell.com • 724-766-4643 • 5731 Ellsworth Avenue, Pittsburgh, PA 15232