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EXPERIENCE:

Planned Parenthood of Greater New York – New York, NY

October 2024 – Present

DEVELOPMENT OPERATIONS ASSOCIATE

- Manage end-to-end high-volume donation processing and reconciliation across EveryAction, Estate Gifts, Special Events, and Direct Mail programs
- Maintain data integrity by updating critical donor information and performing routine database hygiene, aligning with department standards
- Contribute to donor stewardship by facilitating a bi-monthly acknowledgment list and resolving donor inquiries through phone, email, text, or mail
- Support the Development team by project managing initiatives, such as the Planned Giving relaunch and updating SOPs to streamline efficiencies

National Trust for Historic Preservation – New York, NY

June 2024 – August 2024

PLANNED GIVING INTERN

- Develop a comprehensive Stewardship Plan, including actionable suggestions to enhance donor engagement and retention
- Update ROI Revolution CRM with current donors planned gifts, providing a more transparent financial outlook
- Establish a centralized repository for all planned gifts by the donor, streamlining access and efficiency during bequest processing
- Outline a strategic Growth Plan with detailed suggestions, identifying critical opportunities for streamlined processes

Doctors Without Borders/Médecins Sans Frontières USA – New York, NY

August 2023 – March 2024

PLANNED GIVING AUDIENCE INTERN

- Contributed to donor stewardship efforts, including mailing letters, packages, handwritten notes, and other correspondence
- Communicate effectively via telephone with prospects, donors, and their representatives
- Assisted with the planning and execution of scheduled events and other cultivation activities for the Planned Giving team
- Supported ongoing projects of the Planned Giving team

lululemon Studio – New York, NY

August 2022 – June 2023

PROCESS FACILITATOR

- Work cross-functionally with the Process Team, Training Team, and Managers to create new SOP for the Customer Experience Team
- Maintain the Customer Experience database in Guru and TextExpander to reflect updated processes or language
- Reevaluate the current SOP and suggest updates to simplify processes and language with a bottom-up mentality
- Communicate any foreseen roadblocks to the new SOP and provide multiple potential solutions to address the issue

lululemon Studio – New York, NY

October 2021 – June 2023

CUSTOMER EXPERIENCE ASSOCIATE

- Educate potential members with expert knowledge of our product offering through emails, chat, and phone calls
- Problem-solve issues such as order cancellations and order returns through reverse selling
- Effectively communicate feedback from members or between teams cross-functionally

lululemon Athletica – New York, NY

November 2016 – October 2020, May 2021 – October 2021

EDUCATOR

- Educate guests, recommend a product, encourage the purchase & process the transaction by connecting one-on-one
- Manage inventory levels on the floor via restocking, destocking, processing shipments & assisting in weekly inventory
- Approach each shift with a "What can I do?" attitude to produce successful outcomes

lululemon Athletica – New York, NY

October 2020 – May 2021

KEY LEADER (CONTRACT)

- Strategically manage day-to-day operations of the sales floor and backroom with 360-vision
- Mentor team members through feedback, training & one-on-one coaching
- Leverage tools to achieve daily & weekly sales targets, labor demand, and budget management

Giorgio Armani Inc. – New York, NY

January 2019 – July 2019

ASSISTANT SALES MANAGER, WHOLESALE

- Managed and strategized seasonal Armani Exchange buys for Amazon, AAFES, DFASS, Jimmy Jazz, and all specialty accounts
- Strategized for the successful growth of top accounts, including swaps & RTVs, to optimize positive margins
- Communicate effectively with trade marketing, operations, and logistics to further boost in-season potential

Yigal Azrouël – New York, NY

November 2018 – January 2019

ACCOUNT EXECUTIVE, WHOLESALE (CONTRACT)

- Assisted Sales Director with Pre-Fall 2019 showroom appointments –majors and specialty accounts
- Researched, pitched, and followed up with potential new or former accounts worldwide
- Prepared all account notes, major accounts selection files, production feedback notes, and absentee package for PF19

Parke & Ronen – New York, NY

April 2017 – October 2018

ACCOUNT EXECUTIVE, WHOLESALE

- Managed and strategized seasonal buys for all accounts based on previous seasons and knowledge of store clientele needs
- Focused on ongoing research into prospective account growth worldwide and the conversion of prospects into active accounts
- Cultivated successful account-brand relationships through product knowledge sessions, trunk shows, and in-store events

Parke & Ronen – New York, NY

April 2016 – April 2017

JUNIOR ACCOUNT EXECUTIVE, WHOLESALE

- Worked under the supervision of the CEO to manage and strategize seasonal buys for all accounts
- Planned/executed bi-annual trade shows in Las Vegas & New York for a team of three
- Managed all purchase order acquisition and data entry for all reorders & seasonal orders

EDUCATION:

Columbia University, New York, New York, NY
Borough of Manhattan Community College, New York, NY

Bachelor of Arts in Political Science
Associate of Arts in Liberal Arts, with Honors

APTITUDES:

Google Workspace
Microsoft Office

ROI Revolution CRM
Raiser's Edge NXT

Salesforce NPSP
Slack

ActBlue
EveryAction

FreeWill
GivingDocs

Asana
Notion