
John Doe

1420 N. Charles St.; Baltimore, MD 21244 | XXX-XXX-XXXX

John.doe@gmail.com

Motivated and clear-thinking professional with seven years of experience in administration, project management, program development, lobbying and strategic communications. Talented and efficient at building and maintaining client relationships with a true entrepreneurial mindset. Proven innovator with sharp perspective and successful record of managing multiple projects at the same time.

- Project Management
- Community Outreach
- Strategic Planning & Analysis
- Communication
- Program Development
- Forecasting and Planning
- Team Building
- Data Investigation
- Organizational Leadership
- Research
- Data Management
- Complex Problem Solving

PROFESSIONAL EXPERIENCE

DELAWARE NORTH

June 2017 – Present

Suite Supervisor

Baltimore, MD

Provide excellent customer service and hospitality at Oriole Park at Camden Yards. Significantly improved employee morale and satisfaction by establishing new and clearly thought out leadership methods.

- Train all staff members on the latest and most effective customer service techniques.
- Manage 72 executive suites to make sure all food and drink orders are set up appropriately prior to guest arrival at Camden Yards.
- Participate in developing, implementing and evaluating work processes.
- Develop performance requirements and personal development targets.

JOHNS HOPKINS HEALTH SYSTEMS

June 2014 – Present

International Coordinator

Baltimore, MD

Lead the professional, efficient, and timely delivery of service to patients and business clients requesting assistance through the Johns Hopkins International office. Effectively raised prospective to patient turnover rate over 20% within the last year.

- Manage overseas outreach efforts to educate international patients on healthcare offered at Johns Hopkins Hospital.
- Assist organizing efforts for physicians to travel overseas and hold seminars to educate international patients who face illness.
- Work collaboratively and manage a team of five medical office coordinators in the department.
- Promote Johns Hopkins name by sharing current health initiatives with five major healthcare facilities in the Caribbean.
- Coordinate Johns Hopkins International second largest book of business in Bermuda.
- Network with three major international insurance companies to send their clients to Hopkins for services, which increased client base by 10 percent with each fiscal year.
- Coordinate with marketing teams to create international programs such as the “Woman’s Journey Initiative” annually, which increased client base by 10 percent each year.

JOHNS HOPKINS INTRASTAFF

August 2013 – June 2014

Administrative Coordinator

Baltimore, MD

Led multiple administrative related projects for a diverse range of organizations with a particular emphasis on further developing innovative methods to help production.

- Coordinated and monitored project costs and scheduled to ensure project does not exceed the approved budget.
- Coordinated all internal and external candidate interviews, prepared agenda, and hosted candidates upon arrival.
- Updated office supply maintenance protocol and office supply vendor accounts.
- Demonstrated superior time management expertise in coordinating all materials for Johns Hopkins Department Nursing Administration and Department of Anesthesiology and Critical Care, board meetings, grant reviews, and budget sub-committee meetings.

John Doe

Page Two of Two

HOWARD UNIVERSITY

Sept 2010 – May 2013

Project Assistant

Washington, DC

Created several programs for the Howard University School of Divinity while working with top management to define goals and fiscal objectives. These innovations are still in use today.

- Developed newsletters, Internet ads, and class presentations weekly from research to provide support for faculty book projects, classes, and academic essays.
- Collaborated with the director of communications in editing, researching, and drafting university newsletters.
- Managed university website content with social media sites to inform the University of Key Monthly Events.

INTERNAL REVENUE SERVICE

May 2010 – May 2013

Administrative Clerk

Washington, DC

Collaborated in departmental development, HRIS, employee relations, training, and employment. Quickly increased registration for employee training classes by 10 percent.

- Responsible for creating welcome letters and informational guides weekly for new hires.
- Instituted a new process to ensure materials were developed and expedited in a timely manner.
- Produced a 150-page document of training materials such as student intern guides, resource guides for tax lawyers, and city guides.
- Managed multiple political media and administrative projects simultaneously and met deadlines in a timely manner.

ADDITIONAL EXPERIENCE

Baltimore Juvenile Detention Center Team Leader	February 2018 – Present
Johns Hopkins International Clinical Integration Team General Member	June 2017 – Present
Johns Hopkins International Diversity Engagement Committee General Member	April 2017 – Present
Maryland Correctional Facility Volunteer	April 2011 – Present
Baltimore City Correctional Facility Volunteer	March 2010 – Present

EDUCATION & CREDENTIALS

MPA in Public Administration, University of Baltimore, Baltimore, MD, May 2021

Bachelor of Science in Electronic Media & Film, Towson University, Towson, MD, 2009