ARLINGTON, VA 22209

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OLIVIA MCKAY

# EXPERIENCE

## Arlington Chamber of Commerce, Arlington, VA*—Operations Coordinator*

AUGUST 2018 - PRESENT

* Serve as office manager, database manager, and overview all IT coordination and new system implementation
* Manage Chamber Travel Program, Arlington Restaurant Week, Korea WEST Intern Program, Networking Passport Program, and other special projects as assigned
* Overview all vendor relations, such as implementing & reviewing RFPs for merchant services and supplier contracts
* Serve as main point of contact for members and all registrants for the 100+ annual Chamber events
* Play a vital role in membership, events, engagement, and communications
* Coordinate all billing, invoicing, and payments with accounting firm
* Support Arlington community events and local business initiatives with the Arlington County Board

## Bayer, Pittsburgh, PA *— IT Intern*

MAY 2017 - AUGUST 2017

* Assisted in branding new global department to senior level management through the creation of a new internal information website and creating presentations for board meetings
* Collaborated cross-culturally with German colleagues in various projects
* Kickstarted *Women’s Leadership Initiative* employee resource group for Pittsburgh campus
* Provided technical support to team alongside developers for application bugs and testing

## James Madison University, Harrisonburg, VA *— Student Athlete Tutor*

AUGUST 2015 - MAY 2018

* Worked with multiple students each semester, creating personalized learning plans
* Tutored advanced courses such as calculus, computer information systems, economics, and business law

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# SKILLS

**Technical**

* Database management, invoicing procedures and creating & evaluating RFPs
* Microsoft Word Suite, Access, SharePoint, IBM Connections and HTML Coding
* HubSpot certified in Inbound Marketing, Pivot table marketing analysis

**Professional**

* Public speaking, journalistic reporting, teamwork, conflict resolution, and time management
* Membership services, engagement, community outreach, and sponsorship sales
* Branding, social media marketing, email marketing and event planning
* Cusomter service, through many years in the service industry

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# EDUCATION

## James Madison University, Harrisonburg, VA *— B.B.A. Marketing*

AUGUST 2014 - MAY 2018, GPA: 3.6, *Cum Laude*

* B.B.A. in Marketing with a European Business concentration and Political Science minor
* Study abroad in Antwerp, Belgium for top 33 business students, inducting analytical research

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# PUBLICATIONS

**Arlington Chamber of Commerce** *— blog posts*

* August 21, 2019: “One Year at the Chamber”
* October 3, 2018: “Joining the Chamber Staff”
* Posts on personal blog on olivia-mckay.com

**Pittsburgh Post-Gazette** *— largest daily newspaper in Western Pennsylvania*

* March 9, 2016: “Online subscription plans deliver meals to your door”
* October 13, 2013: “Selena Gomez show full of racy material for little kids”