

CAROLINE WILLINGHAM

carowill1207@gmail.com | Durham & Charlotte, NC | (919) 475-4566 | <https://carolinewillingham.journoportfolio.com>

EDUCATION

Queens University of Charlotte - Charlotte, NC
Bachelor of Arts, Communications; Spanish Minor
Cumulative GPA: 4.0, Expected Graduation Date: May 2023

SKILLS

- ★ Adobe Photoshop, Lightroom, Premiere Pro | DSLR photography, videography | Simple website design (Wix)
- ★ Microsoft Office, Google Suite, Canva | Public speaking, presentation | Grammar, editing | Phone, email communication

MEDIA

Trinity School Online Newspaper (<https://jutz321.wixsite.com/theblueandgold>) **October 2017 – May 2019**

- Founded the first online school newspaper at Trinity; created and designed website, planned articles and structure for newspaper club going forward
- Held editor position leading meetings, reading and approving all articles and website edits, recruiting students to join, fostering teamwork and contributions from all members, and producing promotional posts and flyers

CUSTOMER SERVICE & COMMUNICATION

Cottage Salon **July 2020 – present**
Guest Relations

- Answer phone calls, keep accurate notes, manage company email, coordinate and interact with clients and stylists, and use computer software to schedule appointments and process transactions.

Queens University of Charlotte Alumni Relations **September 2019 – present**
Phonathon Caller

- Reach out to alumni of all ages and demographics over the phone, build rapport, update university contact information, provide school and community updates, and gather monetary support for student scholarships
- Manage up to 100 calls per 2-hour shift, offered promotion to become a lead caller after first season

Oysters Carolina **October 2019 – present**
Event Staff

- Assist with setup and takedown for semi-monthly large-scale catering events at local breweries; maneuver in fast-paced environment preparing orders and supplies, keeping track of stock, and interacting with customers in a friendly and timely manner while answering questions related to the business and ordering

Acrosport Gymnastics **January 2014 – August 2019**
Recreational Coach

- Taught children's recreational gymnastics classes, began with supervised classes one day a week, then led preschool/recreational/team practices twice a week and 8-hour summer camps of up to 15 students; planned activities and schedules and developed mentor-student relationships

VOLUNTEERING & LEADERSHIP

Rotaract Club **August 2019 – present**

- April 2020 joined Executive Board as a Service Coordinator for 2020-2021 year, responsible for weekly Instagram posts; plan and attend meetings and service events such as making blankets and preparing sandwiches for homeless community members

Event Planning **December 2019**

- Planned and executed a dinner party for 50 people with a budget of \$1000: compiled guest list and organized invitations and RSVPs, coordinated with restaurant staff planning venue, menu, and bar, assembled and purchased supplies and decorations