

Jerome Mattera

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SUMMARY OF QUALIFICATIONS

- 6 years experience in nonprofit administration, event planning, and fundraising
- 13 years experience in customer service and sales
- Strong organizational, technical, and interpersonal skills
- Detail-oriented and resourceful in completing projects; able to manage multiple demands
- Program planning, implementation and project tracking; developing complex spreadsheet tracking reports
- Proficient in Microsoft Office Suite, Photoshop, and Social Media

OBJECTIVE

An administrative manager position with the United Way of Berks County

RELATED EXPERIENCE

Muscular Dystrophy Association – Allentown, PA

Healthcare Services Administrator – 2014-Present

- Successfully articulate MDA's mission and advocate for the organization throughout fundraising efforts, demonstrating commitment to building philanthropy in the community
- Initiate and implement community fundraising programs by soliciting sponsors, raising over \$200,000 including a successful Spin-a-Thon fundraising program raising over \$60,000
- Coordinate all aspects of special events: research venues, distribute information, and contact vendors
- Plan programs, implement and track projects, and develop complex spreadsheet tracking reports resulting in improved communication of program success
- Analyzed office processes to organize and update current procedures that have improved quality control
- Act as a liaison between MDA, patient families, vendors and other community-based organizations resulting in better understanding and decision-making effectiveness
- Coordinate with Director to organize annual summer camp for 65 youth, ages 7 to 16, through recruitment, interviews, and tracking

PROFESSIONAL EXPERIENCE

Plato's Closet – Reading, PA

Sales Associate – 2010-2013

- Exceeded monthly sales quotas by promoting special events and encouraging accessory purchases
- Counseled clients on apparel selection, resulting in loyal customers and increased referral business
- Provided pleasant customer service by answering questions and locating appropriate items
- Selected to train all new Sales Associates on the POS system and provided mentoring and assistance in store organization, inventory management, and customer service

PNC Bank – Reading, PA

Teller / Customer Service Representative – 2006-2010

- Reached daily sales quota for up-selling / cross-selling additional accounts and services
- Initiated loan applications to aid clients' needs
- Solved customer problems through knowledge of banking systems and excellent customer service skills

EDUCATION

Albright College – Reading, PA

Bachelor of Science in Business Administration – December 2020

(All coursework completed September 2020)

GPA: 3.9/4.0

Capstone Project: Developed a SWOT analysis and marketing plan for the Humane Society of Berks County to boost community exposure and fundraising, and pitched proposal to a faculty team in a 30 minute collaborative presentation with two peers