

EL

Emily Laughlin

Work History

Ison's Nursery & Vineyard - Customer Service Manager

Griffin, GA

07/2023 - 11/2023

- Communicated with customers and community members on muscadines and other fruits, nuts, and berries.
- Worked outreach booths to educate the community about muscadines and other fruiting plants
- Resolved customer complaints while prioritizing customer satisfaction and loyalty.
- Developed and offered unique discount options to drive interest in new product lines
- Attended conferences and events to stay up-to-date with industry trends and planning standards.
- Conducted regular performance evaluations for team members, identifying areas for improvement and creating targeted action plans.
- Increased team productivity by providing ongoing training and support to customer service representatives.
- Analyzed customer feedback data to identify trends and areas for improvement, driving continuous enhancement of services provided.
- Reduced customer complaints, proactively addressing issues and implementing effective solutions.

Miami-Dade Animal Services - Event Coordinator

Doral, Florida

02/2022 - 01/2023

- Liaised with marketing and PR colleagues to promote special events in social calendars
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- Consulted with customers to determine objectives and requirements for events. As well as what would do best for that area. i.e small dogs, large dogs, cats, etc. This aided in being able to tailor my events to the best outcome for the animals in the shelter
- Managed event logistics and operations.
- Developed post-event reports to determine effectiveness of each event. Along with strategies to implement to better the adoption possibilities.
- Created and maintained event expenditures, budgets and calendar for all animal adoption events for the community
- Evaluated and selected service providers and vendors according to customer requirements.
- Coordinated schedules and timelines for events.
- Worked with a variety of departments including volunteer, foster, medical, and social media to execute pet adoption events
- Received and responded to customer requests via letters, emails, telephone calls and in-person interactions.

✉ Emily.B.Mcclure@gmail.com

☎ (678) 603-8911

Education

Expected in 12/2024

Miami University

Oxford, OH

Master of Arts: Community Engagement

12/2018

The University of West Florida

Pensacola, FL

Bachelor of Science: Zoological Science

- Minored in Business

Skills

- Events logistics management
- Vendor and contract negotiations
- Event sales
- Time management
- Guest accommodations
- Guest experiences
- Special Events Planning
- Social Media Promotion
- Detail Oriented
- Community Engagement
- Partnership Development

- Recruited trained, and managed teams of volunteers to assist with event operations and logistics.
- Managed administrative logistics of events planning, event booking, and event promotions.

Busch Gardens Tampa Bay - Assistant Supervisor

Tampa, FL

04/2021 - 09/2021

- Applying strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily tasks
- Developed one of a kind community camp programs to make an positive impact
- Worked with vendors to coordinate deliveries for events
- Aided in Guest Services for events at park
- Developed resident camp material including new games, curriculum, handbooks, and protocols
- Working within teams to provide the best material possible
- Managed a team that lived on site, including training, reviews, team building, and more.
- Analyzing data and information from previous years to help grow the program.
- Developed and implemented strategies to improve guest experiences and build loyalty.
- Worked with customers to solve issues and come up with resolutions

Sarasota Jungle Gardens - Educator II/Event Coordinator

Sarasota, FL

05/2019 - 09/2020

- Maintained a budget for the education department to ensure all supplies for camp
- Coordinate and oversee all training and shifts of volunteers, docents, and interns
- Daily husbandry for all animal ambassadors including diets, cleaning, enrichment, and training
- Travel to offsite locations setting up booth events, promoting the facility as well as having public interact with live animals
- Develop programs to be implemented to be more environmentally friendly and to promote conservation
- Developed creative themes for events and created related activities to engage attendees. One of the major events we did was Crocfest which we held an auction, live artists, catering, live animals, and more.
- Worked with schools, nonprofits, camps, and other organizations to attend events with our set-up.
- Worked with guest to create the best outcome possible, and make their experiences memorable
- Managed a small team of educators to execute and get all task done