

KRISTINE CLANCY

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EDUCATION

The University of Georgia Athens, GA
Bachelor of Business Administration in Marketing May 2014
Chinese Language and Literature Minor, Spanish Minor
Digital Marketing Certificate, New Media Certificate

PROFESSIONAL EXPERIENCE

Asian Vistas, New York, NY July 2015
Operations Assistant

- Work closely with operations managers and managing directors to streamline operations
- Create systems to ensure all reservations from beginning to end are completed in a timely manner
- Invoice and update reservations for both Asia and South America
- Process and track charges for Asian Vistas and Latour reservations daily
- Review and check all Cuba group information including application forms and passport information
- On an as needed basis, act as tour leader for groups of 8-14 people for trips to other countries
- As needed, work with clients to create FIT packages including hotels, tours, and transfers

Handy Technologies, Inc, New York, NY October 2014-July 2015
Customer Experience Associate

- Track retention initiatives and meet with a marketing lead with feedback as part of the retention team
- Provide specialized customer service for customers and professionals with hospitality cleanings
- Assist managers with the rapidly growing customer service needs for our new laundry service
- Create contractor verification forms, payment histories and resolve professional payment issues
- Respond to and assist customers who reach out to us through social media including Facebook, Twitter, and Yelp

Camden Property Trust, Dunwoody, GA June 2013-August 2013
On-Site Intern

- Performed leasing consultant duties including sales tasks such as showing apartments and following up with prospects
- Managed the community's social media pages including those on Facebook and Twitter

Kaptiv8 Marketing, Athens, GA February 2013-June 2013
Marketing & Communications Intern

- Created and developed general marketing, advertising and branding content for blog posts on the company website
- Worked one-on-one with a client to create a website for their small business

Passport Magazine, Athens, GA March 2012-June 2012
Sales Intern

- Used InDesign and Photoshop to create advertisements for clients that would be included in our quarterly publication
- Researched potential new clients and created customized promotional materials to be used in the sales pitch

CAMPUS AND COMMUNITY INVOLVEMENT

Delta Sigma Pi International Professional Business Fraternity – Pi Chapter, Athens, GA August 2011-Present
Vice President of Information Systems December 2013-May 2014

- Updated the website's theme, pages, and navigation of the website to create a streamlined feel
- Created and updated content for the website and social media including weekly including text, images, and news posts

Senior Vice President December 2013-May 2013

- Planned 4 informational recruitment events within a 2 week period for 35+ recruits and 70+ brothers
- Composed both print and online materials and resources for recruits regarding the recruitment and pledging processes

SKILLS/ ABILITIES

- Software: Mac OS, Windows 95-XP, Microsoft Office Suite, Basic knowledge of MS Access, Photoshop, Dreamweaver, Salesforce
- Language: Intermediate Spanish, Beginner/Intermediate Mandarin