

# Michelle DiPietro

**B.S. Management, Concentrating in Marketing (2012)**  
**B.A. Mass Communication, Concentrating in Commercial Media (2012)**  
UNC Asheville - Asheville, North Carolina

Winston-Salem, NC  
336-682-2783  
michelle.dipietro@gmail.com

## Professional Experience

### **Seven Homes Foster and Adoption Agency Assistant Community Relations Intern**

Greensboro, NC

September 2017-Current

- **Administrative:** Set up meetings with prospective adoptive parents and educate them about different risk factors. Enter in profiles to Adoption Profile Network website to find potential family/child matches. Keep a record of mobile phone numbers so families can be reached through our texting platform.
- **Marketing:** Create a unified image by presenting quality Facebook images and communications for Constant Contact. Ensure that all media is unified in the message and picture it creates. Create marketing campaigns to increase awareness, donors, and educate families, potential families, and community.
- **Fundraise:** Develop new donors both monetary and in-kind by creating, planning, and reviewing campaigns. Write thank-you letters and provide documentation to individuals for tax purposes. Create quarterly and annual reports. Help write grant requests.
- **Event Planning:** Plan and carryout new and recurring events. Run and manage family guest lists, special guests, and volunteer lists. Ensure that appropriate amounts of food and crafts are at events for the number of families expected.
- **Volunteer Management:** Maintain a list of in office and out of office volunteers. Ensure that all volunteers have an assigned tasks and clear expectations.

### **The Abraham Project – Episcopal Service Corps Intern**

Winston-Salem, NC

September 2017-Current

- **Work 10 hours a week at St. Timothy's Episcopal Church.** Work 35 hrs at non-profit placement (see above, Seven Homes Foster and Adoption Agency).
- **Administrative and Service:** Help to run overflow women's homeless shelter from December – March. Help to find volunteers to overnight, cook dinner, and check in guests. Help with children's formation every Sunday and Wednesday.

### **Catawba Mechanical Service, Inc.**

Charlotte, NC

August 2016- September 2017

#### **Executive Administrative Assistant/Service Team Member/Accounts Payable**

- **Administrative and Marketing:** Support the President, Vice President, and General Manager with any needs they have. Maintain and follow up on multiple projects and ensure they are completed in a timely and accurate manner. Manage multiple phone lines and sales meetings. Train all individuals on the use of Google Documents and Microsoft Office.
- **Organize:** Maintain conference room schedules, keep notes for all meetings, ensure all information is accessible to necessary parties. Arrange travel and expense reports for all administrative members. Keep up with all filing for multiple companies, projects, and individuals.
- **Internal Communications:** Ensure that internal communications are clear and concise and that everyone in the team is on the same page.
- **Accounts Payable:** Enter in invoices and code them to the appropriate general ledger. Manage payments made to outside companies from several different accounts. Ensure payments are made in a timely fashion and follow up with vendors to ensure they have received and processed payments. Knowledgeable in Peachtree/SAGE Accounting software.
- **Job Costing:** Enter in the cost of materials, labor, and evaluate the value of the job and quote based on overhead costs.

### **Massage Envy of the Arboretum**

Charlotte, NC

December 2015-January 2017

#### **Front Desk Associate**

- **Administrative:** Answer phones and emails. Maintain files and all necessary documents and licenses for staff members and clients.
- **Customer Service:** Help customer's book appointments. Sell memberships to guests. Answer questions about memberships.
- **Accounts Payable and Receivable:** Make sure accounts are up to date and make calls to let individuals know of missed payments.

### **New Horizons Child Care**

Clemmons, NC

June 2005 – May 2013; November 2013-May 2016

#### **Assistant Director, Executive Administrator**

- **Administrator:** Oversee office and direct needs of the director and president. Manage multiple phone lines. Assist with administrative needs of the teachers and assistants. Organize travel for conferences and make sure that all receipts are accounted for. Answering phones, email inquiries, and keeping updated on new regulations
- **Accounts Payable and Receivable:** Manage billing and payments from all clients, including following up and securing late payments. Manage and maintain the Cape Fear Grant, which brings in \$3000 a month from the Federal Food Program. Experienced in Quickbooks.
- **Human Resources:** Help throughout the hiring processes, manage costs of payroll, printing of payroll, and upkeep of benefits for all employees.
- **Customer Service:** Meet a variety of clients needs through research, documentation, and communication.
- **Marketing:** Create outgoing documents uniformly and present a clear image of New Horizons Child Care, Inc. Assist with internal/external marketing, as needed. Coordinate, maintain and manage fundraising, community outreach, and special events. Create and manage content on company website for external communications. Successfully gathered and implemented information to form a communications improvement plan involving email and website communications, based on client demand.

### **H.O.P.E. Center Uganda**

Mityana, Uganda, East Africa

May 2013-November 2013

#### **Volunteer Office Manager**

- **Administrative:** Assist with adoptive parent inquiries and manage volunteer inquiries. Edit and design forms for use in the adoption process.
- **Human Resources:** Oversee staff working with children and participate in training them in the requirements of their position.
- **Marketing:** Assist with internal and external communications as needed by the operator. Help to update and maintain the website.