

# Robert Smith

## Director of Volunteer Services

### **CONTACT DETAILS**

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Alabama  
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### **PERSONAL STATEMENT**

Professional with more than 10 years of experience in marketing, advertising, sales, operations, and communications at the district, regional and corporate levels. Strong background in relationship development. Track record of building and retaining staff and clients. Successful in identifying areas of improvement and accomplishing growth. Proven turnkey project development from conception to implementation. Experience within the non-profit sector. Proven success with cost-effective and budget practices.

### **SKILLS**

Excellent Customer Service and Interpersonal.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **WORK EXPERIENCE**

#### ***Director of Volunteer Services***

**ABC Corporation - 2007 - 2008**

##### *Responsibilities:*

- Acquisition and retention of volunteers.
- Heavy focus on recruitment, training, and growth of available volunteers.
- Developed and cultivated corporate, student, and vendor relationships, with emphasis on improving existing relationships.
- Coordinated all-volunteer efforts to sustain dynamic festival needs.
- Managed workflow within an office of more than 200 volunteers.
- Instilled practices that enabled the department to work more effectively with other departments.
- Effectively handled all forms of crises.

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

#### ***Director of Volunteer Services***

**Delta Corporation - 2005 - 2007**

##### *Responsibilities:*

- Develop, maintain and update volunteer resource manual, promote volunteer services within the Central Ohio Chapter, schedule and supervise office.
- Prepared and tracked annual volunteer budget ranging from \$15,000 to \$20,000 that was used to maintain volunteer training and development, while .
- Worked with Marketing Director on increasing community awareness of museum programs, web site development and acted as a media .
- Developed and dispersed communications for volunteer newsletter and special articles for the museum newsletter to keep members informed of activities .
- Oversaw all volunteer training and correspondence.
- Recruited volunteers county-wide for non-profit organizations throughout the County.
- Assigned volunteers to appropriate sites based upon needs and abilities.

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## Education

MA - 2012(University of North Texas - Denton, TX)