

# Internal Communications Manager

## ROBERT SMITH

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### Objective

For over a decade, I have been helping senior leaders get their message across in a way that's clear and meaningful to their audiences. I began my career at Rogers, Canada's largest telecom. I did communications for projects and events of all types and complexities: on the smaller end, I rolled out a new mission statement to the collections call center (with live music and Edible Arrangements).

### Skills

Internet Savvy, Customer Satisfaction, Coordinator, Marketing Communications, Brand Management, Volunteer Management.

### Work Experience

#### Internal Communications Manager

**Liberty Tax Service** - 2013 - 2021

- Managed team members in a call center environment.
- Assisted in developing performance appraisals.
- Monitored inbound work backlogs.
- Advised consumers on how to locate tax return information.
- Entered client information and concerns into the database.
- Executed business-marketing plan to attract potential consumers.
- Developed consumer public relations campaigns and special promotions.

#### Internal Communications Manager

**Delta Corporation** - 2013 - 2013

- Serve as the sole internal communications advisor companywide for senior leadership, six business units, and eight functional organizations.
- Plan and write executive communications for the CEO, COO, CTO, CLO, and CHRO.
- Plan, develop, and implement communications for events, programs, and initiatives including mergers/acquisitions, reductions in force, employee.
- Plan and write newsletters, talking points, fact sheets, FAQs, memos, presentations, surveys, and web content.
- Developed annual senior leadership communications strategies (digital and in-person) Ran communications and incentive campaign that boosted.
- Managed and create new content for the agency website and social media channels 2.
- Managed communications between clients and the agency members.

### Education

Bachelor of Arts in Applied Communications - (Kent State University - Dayton, OH)