

# Mia Monarca

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## Skills

Software: Microsoft Word, Advanced Excel, Access, Adobe Suite, HootSuite Certified, MailChimp  
Design: Adobe- InDesign, Premiere, After Effects, Illustrator, Photoshop, WordPress  
Web: C++ Experience, HTML, CSS, JavaScript, AJAX, Volgistics, A+ Certification (In Progress), Salesforce, Google Web Analytics Certified, Google Tag Manager, Drupal, PHP & MySQL, WordPress, Wix

## Experience

### **Partnership for Regional Educational Preparation, Program Assistant** **2016-Current**

*Database & Website Management, Digital & Social Media, Data Analytics, Data Processes*

- Manage database & data process, collecting and reporting for 5 school districts, 50 schools, 5,000+ students, 800+ volunteers, and over 200 events.
- Design and develop marketing materials & newsletters, content for website, Instagram, Facebook Ads, LinkedIn.
- Effectively utilize Google Analytics to determine the most efficient social medium.
- Coordinate data process and planning with schools, programs, and staff.

### **Children's Mercy Hospital, Volunteer & Guest Services Weekend Coordinator** **2016- 2018**

*Customer Service, Volunteer Management, Program Coordination, Training*

- Managed, trained and coordinated with 13 volunteer staff members in two different departments for the weekend shifts.
- Managed the main lobby/floor, ensuring patients, family members receive the care and attention they deserve.
- Supervised and facilitated formal recognition for over 30 weekend volunteers and oversees patient and family weekend programs and donations.

### **Cristo Rey High School, Student Relations/Client Services Coordinator** **2014- 2016**

*Account Management, Program Development, Crisis Management, Relationship Building, Customer Service*

- Work with over 130 corporate and non-profit sponsors and over 200 supervisors to ensure student-work success.
- Manage academic integration with grading and work evaluations for over 380 students per quarter.
- Develop, maintain, and track data on all 385 students and 120 companies in SalesForce.
- Liaison between work, teachers, administrators, and parents for each student and job site.
- Design curriculum for retraining students who have been terminated from their Cristo Rey Work Study positions.
- Ensure academic and work study integration i.e. level meetings, administration meeting and attending all necessary events.

### **KC LINC/Kansas City School District, Caring Communities Site Coordinator** **2011-2013**

*Outreach, Program Development, Crisis Intervention, Community Building, Social Services*

- Managed a before-and-after program of 175 students at Primitivo Garcia Elementary with a yearly budget of \$150,000 and 17 staff.
- Collaborate with local vendors to provide direct services in assigned schools; build community partnerships with local businesses, churches, and other direct service agencies.
- Complete invoice/reports in a timely and accurate fashion; maintain accurate inventory records; ensure that expenditures are consistent with the site plan and budget; negotiate service agreements.
- Volunteer for additional activities; promote new ideas and follow through; develop shared goals and build consensus; develop and implement a professional development plan; organize and prioritize tasks effectively
- Assist community members with basic needs: job searches, resume writing, food, clothing and utility assistance.
- Maintain ongoing two-way communication with neighborhood residents, service participants, children/youth and other key stakeholders regarding service strategies, emerging opportunities and planning issues affecting the neighborhood.

**American University in Cairo, Assistant to the Director of Student Development** **2007- 2008**  
*Information and Policy, Research & Communication*

- Managed the general office operations for the Director of Office of Student Development.
- Revised Student Leadership Manual and edited department's communications.
- Created and managed department newsletters and brochures.
- Edited annual budget and report for review by the provost.

**Development and Finance International, Research Analyst-** Washington, DC **2005-2006**  
*Homeland Security, Research & Data Compilation, Data Integrity*

- Assisted on a study concerning the national response to Hurricane Katrina for the Department of Homeland Security supporting the White House and the National Security Council Advisor, Frances Townsend.
- Researched and compiled data and sources to be used in briefing papers, PowerPoint presentations, and discussion papers.

**Department of Housing and Urban Development- White House Political Intern-** Washington, DC **2005**  
*Urban Development, Organizing Meeting Material, Special Projects & Administration*

- Assisted the Deputy Secretary at the Department of Housing and Urban Development with special projects related to grassroots planning, legislative/constituent issues, outreach, and event coordination.
- Supported Deputy Secretary's staff with projects and developing and implementing special projects as designated.
- Collaborated with the Deputy Secretary, special assistants, and staff with day-to-day administration.

## Education

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**Associate of Applied Science., Johnson County Community College** **2016-2018**  
Web Development & Digital Media

**Certificate**, Web Technologies, Johnson County Community College, 2017

**Certificate**, Web Development, Johnson County Community College, 2018

**Certificate**, Digital Media, Johnson County Community College, 2017

**Relevant Courses:** Google Web Analytics, Adobe Premiere, Adobe Photoshop, Adobe Illustrator, Adobe After Effects, Marketing Analytics and CRM, PHP & MySQL

**Awards:** JCCC Foundation Scholarship, IME BECAS Scholarship Recipient-2016, Nominated for the National Science Foundation Fellowship, 2016

**Master of Arts., American University in Cairo, Cairo, Egypt** **2006-2009**  
Middle East Studies

**Member:** American Turkish Council, Graduate Fellowship

**Bachelor of Arts, American University, Washington, DC** **2001-2005**  
International Relations: Latin American & Economic Development  
**Minor: Criminal Justice**

## Civic Involvement

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**Literacy KC, Digital Literacy Coach, 2018**

**Carver Dual Language Elementary School, First Lego League (FLL) Robotics Coach 2017**

**National Multiple Sclerosis Society, Data and Office Volunteer 2016**

**Kansas City Women in Technology, Program Mentor 2017**

## Achievements

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**Education Pioneers Impact Fellowship Finalist, 2018**

## References

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