Caroline Stewart

PROFILE

Highly motivated communications professional with background in event planning, management, customer service, and teaching. Possess exceptional planning skills and excel when working in a challenging, multitasking environment. Enthusiastic, creative team leader with strong problem solving, organizational and communication skills. Committed to excellence, professionalism and success.

RELEVANT EXPERIENCE

***GDA Junior School*** *Seoul, South Korea*

*ESL Teacher* *February 2010-Present*

* Teaching English to kindergartners and elementary age students in various areas such as Language Arts, Cooking, Sand play and Art
* Created lesson plans for multiple class levels
* Experience teaching Chinese students English
* Created curriculum for multiple classes of up to 10 students
* Supervise and direct students on field trips and school field days

***Publicis Medical Education Group*** *Chicago, IL*

**Scientific Voice**

*Account Supervisor January 2009- February 2010*

* On-board new enterprise wide client by hiring a team of 30 + employees
* Develop training plans and materials for account team of 30+ new hires to ensure success with new client
* Responsible for managing and coaching team of 8 direct reports
* Educate account team on client culture, standard operating procedures and guidelines and make sure these are executed flawlessly
* Lead account team meetings on a weekly basis to discuss internal team questions and external updates
* Mentor direct reports by conducting bi weekly meetings on growth opportunities and improvement areas
* Serve as a liaison between the client side and the account team
* Brainstorm new ideas and implement new processes for new and existing business
* Attend and participate in weekly client calls
* Run daily reports for direct reports to ensure quality control.
* Assist Account Manager in working with Creative team and creating budget reports

*Meeting Specialist January 2007- January 2009*

* Collaborate with pharmaceutical sales representatives on daily basis to recruit and organize logistics for 200+ promotional pharmaceutical events a year
* Work in partnership with multiple restaurants, printing and shipping vendors to organize and ensure event logistics
* Accommodate and arrange customers’ travel, which includes airfare, hotel and ground transportation arrangements
* Maintain and monitor account’s yearly budget by assessing each pharmaceutical events individual expenses Responsible for processing customer payments, reimbursements and W9’s.
* Formulate, collect and process customer evaluations, which allow the client to track the progress of each event
* Generate status reports to provide to client for weekly status call
* Responsible for training new employees on meeting specialist processes and editing new meeting specialist training module
* Create meeting agendas for weekly team meetings which include new business updates, current industry and process changes
* Attend regular training sessions, which focus on professional development, new technologies, and quality assurance improvement
* Assist supervisor and manager in running weekly reports

**Insight Global, Inc**  *McLean, VA Administrative Assistant/Recruiter*

*February2006-August 2006*

* Reviewed, qualified and revised candidate resumes
* Handled candidate payroll issues, timesheets and expense reports
* Managed daily/weekly/ monthly calendar and scheduled meetings with clients for new business and existing business
* Issued background checks on potential candidates
* Provided superior administrative support by handling inbound/outbound calls, copying, filing, and faxing and mail management
* Interviewed potential candidates and presented potential candidates to clients
* Submitted weekly progress reports to manager
* Maintained excellent customer service in order to establish strong relationships with clients and candidates

**Publicis New York Advertising Agency** *New York, NY*

*Account Executive Intern on Whirlpool Account*

*June-August 2005*

* Performed an in-depth case study on corporate social responsibility involving Avon and Whirlpool
* Developed full-scale marketing plan, which included: situation analysis, development of SWOT, developed advertising strategy, which included a media plan for Gladiator Garage Works Project
* Conducted target market research for BMW, Whirlpool and Avon
* Assisted Whirlpool Account Executive with Budget, Traffic, and Media Plans
* Worked closely with Creative, Production and Media Teams to collaborate ideas with the client

EDUCATION

**Arizona State University** *Tempe, AZ*

*Bachelor of Arts Graduated December 2005*

*Major: Psychology*

*Minor: Business*

* Relevant coursework: Advertising and Marketing Communications, Social Psychology**,** Memory and Cognition, Sensation and Perception, Managerial Economics, Management and Strategy, Personal Finance

**New York University** *New York, NY*

*Transient study: 2005 summer term June- August 2005*

* Coursework: Psychology of Public Health

SKILLS

Microsoft Word, Excel, PowerPoint, Outlook, Lotus Notes, SAP, Operation Connect, Viewpoint, DMS

EXTRACURRICULAR ACTIVITIES

Scientific Voice 2007-2008 Quarterly Newsletter/ Events Committee

PAWS Volunteer

Member of American Marketing Association and Public Relations Student Society of America