**Tyler Coltrane** Reno, NV 61155 | (555) 555-2870 | texamps@gmail.com

**Marketing Specialist | Media Planner | Communications Associate | Project Manager**

**Marketing – Public Relations – Brand Engagement – Project Management – Brand Strategy – Market Research**

***Communications, Marketing and Project Management Professional*** specializing in promotion of products and services as well as coordination of key projects and initiatives. Excel at capturing attention of targeted audiences, driving engagement and managing activities to successful conclusion.

**Event Planning | Social Media Management | Promotional Events | Public Relations | Advertising | Business Development | Sales | Strategic Communications | Project Management | Client Relations | Account Management**

**Employment History**

**KHS Wealth and Insurance Services Burr Ridge, IL**

***Insurance and Financial Analysis Intern*** June 2017 – August 2017

* **Customer Service:** Enhanced client satisfaction ratings by speeding up response and data retrieval times.
* **Insurance Management:** Ensured client satisfaction and organizational compliance by evaluating, updating and transferring insurance data to application/database (Proformex) in alignment with system specifications.
* **Financial Analysis:** Supported management of fiscal operations by conducting analyses of costs, revenues, risks, budgets, and forecasts. Participated in leadership meetings around financial planning and performance reporting.
* **Administrative and Project Support:** Supported executive leadership team with administrative matters. Handled document and data conversion/migration activities. Logged and tracked receipts and other important information.

**VeePak Inc. Hodgkins, IL**

***Supply Chain Intern*** June 2016 – August 2016

* **Vendor Communications:** Liaised with suppliers to ensure proper quantities of raw materials were available for manufacturing needs.
* **Supply Chain Planning:** Improved operational efficiency by supporting demand planning, delivery scheduling/expediting, logistics, forecasting and production planning.
* **Procurement:** Enabled consistency in production process through accurately determining need, assisting with purchasing of required materials and guaranteeing components were on hand for use.
* **Cost Containment:** Helped reduce operating costs by controlling product flows to coincide with need. Utilized MRP (material requirements planning) system to manage orders and shipments.

**VeePak Inc. Hodgkins, IL**

***Customer Service Intern and Administrative Assistant*** June 2014 – August 2015

* **Customer Engagement:** Oversaw customer communications relating to queries. Coordinated closely with internal teams to resolve complaints. Delivered excellent service to ensure client retention and satisfaction.
* **Trend/Data Analysis:** Identified, examined and guided solution formation pertaining to client complaints and requests. Tracked and reported on data (using internal software and MS Excel). Shortened response time on customer issues.
* **Office Coordination:** Supported QA and micro laboratory by executing administrative duties. Organized and maintained documentation (Using MS Word/Office). Prepared instructional/protocol documents for audit purposes.

**Glimmer Chicago Naperville, IL**

***Marketing and Design Intern*** June 2014 – August 2014

* **Marketing:** Aided marketing strategy formation in conjunction with project managers and account representatives. Contacted accounts to gather advertisement instructions and maintain accuracy of ad deployment.
* **Account Management:** Communicated with customers, business representatives and other stakeholders to determine marketing requirements, research ad placement options and track efficacy of campaigns.

**Education**

**University of Kansas Lawrence, KS**

***Bachelor of Arts (B.A.), Communications and Business Administration*** 2017