

Johnny Crawford

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SUMMARY OF QUALIFICATIONS:

Versatile and dynamic business graduate desires to utilize project management, business analysis, administrative support, and information technology skills in an exciting role with your organization. Qualifications include:

- Previous experience with analysis and databases
- Comfortable addressing a wide array of audiences
- Experience working individually and on teams
- Coursework in project management and consulting
- Data entry, copy, and business writing skills
- Knowledge of Word, Excel, and Access software
- Strong customer service and support focus
- Ability and desire to quickly learn new skills

PROFESSIONAL EXPERIENCE:

Contract Health and Insurance Representative – Veritude (for Fidelity Investments), Durham, NC 2011

- Provided benefits and insurance support for Fidelity Investment's clients during the 2012 Annual Enrollment
- Served on a client service team servicing multiple annual enrollment, full service, and extended hours clients
- Maintained knowledge of client-specific programs and emerging trends in critical service areas

Various Temporary Administrative and Technical Positions – OfficeTeam, Raleigh, NC 2011

- Updated contact lists for sales, marketing, management, and administrative staff members
- Documented new products and developed how-tos for both external customer and internal staff use
- Assisted hospitality-industry human resources department with information systems and onboarding activities
- Performed data entry, billing, and membership database updates for trade association events

Research Intern/Contract Research Manager – FMI Corporation, Raleigh, NC 2008 – 2010

- Conducted telephone survey and Internet research for external construction industry clients
- Developed economic models that aided investment and consulting clients' strategic decisions
- Recruited and interviewed corporate decision makers and subject matter experts for survey research
- Updated client economic forecasts, corporate intelligence reports, and PowerPoint presentations
- Managed and trained team of six secondary researchers for market forecasting projects
- Analyzed large data sets and created VBA scripts to aid in the analysis of Excel data spreadsheets
- Provided administrative support to senior research and senior managerial staff members

Public Affairs Intern – Wake County Government, Raleigh, NC 2008

- Drafted and edited press releases, news articles, web content, and other public relations materials
- Served as editor, writer, and project manager for the 3700 reader county employee newsletter
- Worked with printers, outside vendors, and key stakeholders on regular time-sensitive publications
- Assisted with citizen customer service outreach and county volunteer recognition events

New Media (Business Development) Intern – DZone, Cary, NC 2008

- Served as business development recruiter for a popular family of software development websites
- Identified corporate decision makers at companies with products of interest to DZone's readership
- Recruited 40 public relations and marketing contacts per month for free publishing platform tours
- Updated corporate wikis and sales department customer relationship management (CRM) software

COMPUTER SKILLS:

- Microsoft Project, Microsoft Office (Word, Excel, Access, PowerPoint, Outlook)
- Adobe Creative Suite (Photoshop, Illustrator, Flash, Dreamweaver)
- Web programming and scripting (HTML, CSS, PHP, SQL)
- Statistical analysis software (SAS, JMP, SPSS)

EDUCATION:

Master of Business Administration (in Marketing) – North Carolina State University, Raleigh, NC 2009