

MALINDA NAFZIGER

Administrative and Nonprofit Professional

📍 Pittsburgh, PA

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Customer Service



In person and phone answering experience. Have been a receptionist for four years.

Donor Management



DonorPro, Little Green Light familiar

Event Coordination



Including liaising between vendors and keeping things organized and within budget. Working with and leading volunteers.

Office Software



Proficient in Word, Excel, PowerPoint, Publisher, and Outlook. Also proficient in Apple products and OpenOffice.

Online Communications



Familiar with MailChimp and Constant Contact. Familiar with social media platforms such as Facebook, Twitter, and LinkedIn, as well as management tools such as Hootsuite and Grum. Proficient in G-Suite applications.

Web Design



Drupal, SharePoint, DNN, Wordpress, and Wix familiar

I am a nonprofit and administrative professional seeking opportunities in the Greater Pittsburgh area. An enthusiastic extrovert, I excel in collaborative or individual settings and believe effective communication is the key to success in any field. While finding my niche after moving to Pittsburgh to get married, I worked several temporary office positions as listed below.

Work History

Aug. 2017 - Mar. 2018	Office Manager National Council of Jewish Women Managed supply ordering, donor acknowledgment and project administration for this nonprofit. Took minutes at board meetings, answered phones, tracked donations. Used DonorPro and Little Green Light CRM software to track donations and write tax deductible letters. Process bulk mail requests through USPS. Provided donor and volunteer support.
May 2017 - Aug. 2017	Softlines Team Member Target Provide excellent customer experience through maintaining the clothing and baby sections of Target, as well as the fitting room.
Jan. 2017 - Feb. 2017	Temporary Chiropractic Assistant Pittsburgh Chiropractic Associates Greeted patients and scheduled appointments. Looked up insurance benefits for patients.
Oct. 2016 - Nov 2016	Temporary Real Estate Assistant Lamar Outdoor Advertising Presented by ABC Staffing. Managed permit renewals, lease payments, and panel maintenance for Western Pennsylvania.
Aug 2015 - May 2016	Administrative Assistant Hotel Association of Washington, DC Coordinated events and tracked membership for this DC based trade association. Took minutes for meetings of the Board of Directors and prepared meetings. This job requires attention to detail and the ability to work in a fast-paced environment.
Jan 2016 - Feb 2016	Stage Manager Washington Rogues Managed the needs of the actors and designers for <i>Agents of Azeroth</i> , an original work by playwright Jennifer Lane. Liaised between actors and designers, as well as managing a team of ten professionals.
Aug 2015 - May 2016	Communications Director Survivors Worldwide, Inc I managed all digital communications and helped coordinate events for this nonprofit I was a founding member of in August 2015. Managed events and volunteers.
Nov 2015 - Nov 2015	Stage Manager Spooky Action Theater I managed a small workshop production of a new work, collaborating with the playwright, director, and actors.
Jan 2014 - Aug 2015	Temporary Assistant HireStrategy, Beacon Hill Staffing Group, Ruthi Postow Staffing

I performed various administrative, project support, and facilities support roles throughout the DC area. These positions included serving several C-Level officials, including a title of Temporary Executive Assistant to the President of Union Privilege.

Feb 2011 -
Mar 2014 **Exhibits Staff**
National Museum of Crime and Punishment
Enhance guest experience through operation of simulators and selling merchandise in the gift shop. Actively engage guests in museum themes while providing a safe and clean environment. Assist in special events. Provide additional information about exhibits to guests.

2010 - 2013 **BA International Studies**
American University
Concentration in peace and conflict resolution in Europe, the European Union, and the former Yugoslavia.

2009 - 2010 **Early College Alliance**
Eastern Michigan University
Attended college full time while still in high school

Volunteer Work

June 2016 -
Present **Member**
Junior Chamber of Commerce Players
Actor and stage crew for this Pittsburgh based independent theater company.

Aug. 2015 -
May 2016 **Stage Manager**
St. Mark's Players
Stage Manager for "Moon Over Buffalo", "12 Angry Jurors". Liaised between actors, production team, and company management.

Oct. 2013 -
Apr. 2016 **Assistant Public Relations Manager**
ST Productions
I helped manage the company Facebook page, Twitter, and Instagram, as well as promoting outside events and extra shows on my own.