## Jolene M. Ross

## Career highlights

Marketing and communications professional with 10 years of experience; Ability to cultivate ideas into results and make strategic decisions; Background in journalism; MBA candidate

### Relevant experience

Girl Scouts of Minnesota and Wisconsin River Valleys | St. Paul, Minn.

Director, Product Program | July 2014-present

Communications Manager, Product Program | July 2011–July 2014

- Responsible for department that produces 65 percent (\$9 million in net revenue) of annual operating budget.
- Create and oversee communication plan to more than 30,000 members including creating print collateral, sending email newsletters, updating website, and managing social media campaigns.
- Proactively engaged, consulted, and collaborated with cross-functional teams to understand organization challenges and support goals.
- Lead strategic development and launch of successful revolutionary national multi-million online cookie selling platform (Digital Cookie).
- Summarize and present information and strategic recommendations to senior leadership.
- Manage budgets for staffing, printing, and advertising.
- Write and analyze surveys to make informed decisions (in conjunction with other data sources).

#### American College of Surgeons | Chicago, Ill.

Electronic Communications Assistant | Jan. 2009–July 2011

- Managed website restructure and redesign while working with all departments within organization.
- Updated and maintained College's multiple websites.
- Created online marketing graphics to complement existing print materials.

#### Nebraska Humane Society | Omaha, Neb.

Development Communications Specialist | July 2007–Jan. 2009

- · Managed creation of and execution of all marketing materials including signage, billboards and print mailings.
- Collaborated with cross-functional team to increase donations through direct mail campaigns and create collateral for fundraising events.
- Redesigned NHS website; doubled online donations year-over-year through new campaigns.

# Education and Certifications

#### University of Minnesota

MBA candidate | Carlson School of Management

Michigan State University | Graduated Aug. 2007 with honors Journalism major | German specialty | Honors college member

#### Volunteer Impact Leadership Certification | Aug. 2016

Minnesota Association for Volunteer Administration

### Other skills

Adobe Acrobat Adobe Photoshop Microsoft Excel Salesforce
Adobe Dreamweaver CSS Microsoft Outlook SEO

Adobe InDesign Google Analytics Microsoft PowerPoint Survey Monkey
Adobe Illustrator HTML Microsoft Word WordPress