

Heather Falcone

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Professional Summary: *MPA* graduate with a passion for community outreach, serving the public, and supporting legislators and not-for-profits through highly developed interpersonal skills, seeks a position whereby applying advanced PC, Social Media and communications skills make a vital difference in policy implementation. Open to work for any organization remotely or in person.

Education

American University, School of Public Affairs, Washington, DC
Master of Public Administration and Public Policy; 3.75 GPA

Aug. 2020

Rutgers, the State University of New Jersey, Piscataway, NJ
Bachelor of Science, Nutritional Sciences

May 2016

Relevant Coursework

Program Planning in Global Health

- Researched and analyzed the underserved population of teenage girls in Eastern Uganda and the lack of family planning, gathering data to create an intervention plan Quantitative Methods of Policy Analysis

Quantitative Methods of Policy Analysis

- Conducted quantitative research on U.S. citizen approval of President Obama and support of the Affordable Care Act, looking for any correlation and limitations using STATA software
- Produced a report using STATA software that analyzed data to find a correlation between gang activity and income level in Mexico

Related Experience

Clarke for Senate, Morris Plains, NJ

Director of Volunteers and Outreach Assistant

May 2021 – Present

- Lead volunteer training and management for campaign team
- Set up and staff campaign outreach events, phone banks, and GOTV work
- Assist Campaign Director with administrative and logistical work

BLM Morristown, Morristown, NJ

Community Coordinator and Board Member

Sept. 2016 – Present

- Serve as an advisor to the founder of BLM Morristown
- Contribute in creating and implementing community outreach strategies
- Assist with administrative support
- Organize with local organizations and student-run organizations

Oliver Starnes for Morristown BOE Campaign, Morristown, NJ

Campaign Committee Member

July 2020 - Nov. 2020

- Organized and trained volunteers in phone banking
- Assisted in virtual campaign outreach targeted towards college students
- Provided administrative support for campaign related events

Office of US Congresswoman Mikie Sherrill, Parsippany, NJ

Caseworker

Apr. 2020 – July 2020

Sept. 2019-July 2020

- Performed duties as liaison between Congresswoman and district constituents
- Managed 100 constituent case intake and inquiries with federal agencies
- Corresponded daily with constituents on issues related to the IRS, immigration, USPS, and Veteran's affairs
- Organized and maintained casework paper and electronic files using Asana
- Communicated and coordinated with NJ state legislative offices, local government offices, and local police departments

Casework and Outreach Assistant

Feb. 2020 -- Apr. 2020

- Managed and oversaw the Letters/Certificates/Proclamations (LCP) Program using Asana
- Composed letters, proclamations, certificates, and correspondence daily
- Organized and managed constituent outreach projects
- Provided administrative support for town halls and meetings
- Coordinated and oversaw various intern projects

Congressional Intern

Sept. 2019 – Feb. 2020

- Conducted policy research and composed memorandums
- Provided administrative and clerical support to District Office staff
- Communicated Rep. Sherrill's stance and actions on federal policy to constituents
- Answered and recorded constituent sentiment on policy issues
- Trained new interns on office expectations and policies

Alliance to Rescue Victims of Trafficking, Washington, D.C.

Jan. 2019 – Aug. 2019

Social Media Intern

- Maintained and developed organization's social media strategy while tracking social data and growth
- Drafted memorandums and correspondence
- Directly support and communicate with Executive Director
- Review current laws on human trafficking
- Research recommended policy changes to benefit victims
- Coordinate and execute organization's social media strategy on social media platforms
- Track social data and growth

Additional Experience - *Worked PT & FT while earning undergrad and graduate degrees*

Food Service; Hostess & Waitress; Alice's, Lake Hopatcong, NJ

May 2017 – Aug. 2019

- Served an average of 85 customers daily
- Multi-tasked and focused on detail management in a timely manner
- Worked collaboratively with floor staff to provide quality service and products
- Improved customer experience by being a reliable and efficient liaison between customers and kitchen staff

Customer Service Representative; Boxed Wholesale, NY, NY

September 2016 - May 2017

- Resolved an average of 120 customer inquiries daily using company software in a fast paced environment while working remotely
- Effectively served as a direct communication line with merchandising department to relay product recommendations received from customers
- Attracted potential customers by answering product and service questions

Food Buyer Intern; Boxed Wholesale, Union, NJ

January 2016 - August 2016

- Conducted product research for department leader to increase inventory
- Completed multiple projects with fellow interns meeting weekly deadlines
- Corresponded with receiving & accounts payable department as needed

Skills

Computer: STATA, Microsoft Office (Word, PowerPoint, Excel), Social Media (Facebook, Twitter, Instagram, Snapchat)

Language: Spanish, intermediate proficiency