

Heather Falcone

heathermfalcone@gmail.com | (973)-896-0266 | www.linkedin.com/in/heatherfalcone

PROFESSIONAL SUMMARY

Highly experienced in customer service relations and administrative assistance. I have nearly 10 years of experience providing outstanding service in e-commerce, food service, and government relations to constituents, clients, and customers. Additionally, I have over 4 years of experience providing administrative and logistical support.

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

PUBLIC ADMIN 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, phonebanks, and GOTV work
- Assist Campaign Director with administrative and logistical work

Oliver Starnes for Morristown BOE Campaign, Morristown, NJ

July 2020 - Nov. 2020

Campaign Committee Member

- 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 Congresswoman Mikie Sherrill, Parsippany, NJ

Casework and Outreach Assistant

Feb. 2020 – Jul. 2020

- Government liaison between elected officials, constituents, and public and private organizations
- Managed a portfolio of constituent cases, communicating with various federal government agencies
- Teamed up with the casework manager to develop and coordinate constituent outreach programs
- Drafted and edited web content in Spanish and assisted Spanish-speaking constituents

Congressional Intern

Sept. 2019 – Feb. 2020

- Conducted federal, state, and local policy research and drafted memorandums relevant to NJ-11
- Served as an administrative assistant for in-person and virtual events, meetings, and town halls
- Provided general day-to-day clerical and logistical support to office staff, updating database of elected officials

ADDITIONAL EXPERIENCE

Alice's, Lake Hopatcong, NJ

May 2017 – Aug. 2019

Hostess and Server

- 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

Boxed Wholesale, Edison, NJ

Customer Service Representative

Sept. 2016 – May 2017

- Main point of contact for customers, providing assistance and ensuring a high quality experience
- Collaborated with various departments and developed strong relationships with colleagues to ensure accurate shipping and delivery
- Liaison between customers and purchasing department to resolve customer inquiries
- Maintained a high level of product knowledge, finding solutions to settle customer-related issues

SKILLS

Computer: STATA, Microsoft Office (Word, PowerPoint, Excel), Social Media

Language: Spanish, intermediate proficiency