



## SUMMARY

Ms. Stoeckl is proficient in all aspects of office administration and operations while also being an experienced campaign manager, regional manager, and office manager. She has strong problem-solving abilities and can work in fast-paced and high-stress environments. Marlene is highly experienced using Word, Excel, PowerPoint, and various other database programs. Additionally, she is fully proficient in English and German.

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## PROFESSIONAL ACCOMPLISHMENTS

- |      |   |
|------|---|
| 2019 | <b>First tour guide to get 25+ five star ratings on TripAdvisor in first month of working there</b> |
| 2004 | <b>Austrian Fundraising Award for door-to-door campaign which Marlene launched</b>                  |
| 2003 | <b>One of two Austrians to be recommended to launch DialogueDirect (US)</b>                         |
| 2001 | <b>First female team leader to receive the honor of “Best Team Leader of the Year 2001”</b>         |

## WORK HISTORY

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|----------------|---|
| 2023 – Present | <b>Business Development Admin, Clevor Consulting Group</b><br>In early 2023, Marlene was hired by Clevor Consulting Group as a Business Development Admin. Her main role is streamlining procurement processes, as well as updating and incorporating new files.  |
| 2021 – 2022    | <b>Personal Assistant, Mike O’Hara, San Francisco, CA</b><br>As a personal assistant, Marlene recovered health insurance premiums of \$10,000 while helping with taxes, file organization, and appointment management. She also set up an impressive website to help her boss with real-estate issues.  |
| 2021           | <b>Elderly Care, June Lee, San Francisco, CA</b><br>In 2021, while being an elderly caretaker, Marlene helped manage sugar levels while also having full medical oversight. She motivated June to go outside and persuade her to create new memories by taking her to the ocean, parks, and casinos. Marlene also drove June to and from all doctor appointments. |
| 2019           | <b>Tour Guide, Painted Ladies Tour Company, San Francisco, CA</b><br>As a tour guide, Marlene drove a 60’s VW bus with stick shift. She entertained and educated tourists on 3+ hour tours through San Francisco while managing heavy city traffic and steep hills.   |
| 2016 – 2017    | <b>Customer Service, Frontier Airlines, South San Francisco, CA</b><br>While working at Frontier Airlines, Marlene checked in passengers and announced updates of any flight changes or delays. She helped get passengers onto the plane and drove the jet bridge for   |

incoming and outgoing planes. Stranded passengers would look to Marlene for help, and she would often help them calm down while searching for a solution. She also checked airplanes for forbidden items such as guns or other weapons.

2012 – 2014

**Caregiver, Janeen and Paul Rojas, San Francisco, CA**

As the caregiver of a special needs child, Marlene provided learning opportunities including pre-language development, social, and motor skills. She always maintained a safe and healthy environment and dispensed necessary medication.

2004 – 2012

**Regional/Campaign Manager, DialogueDirect (US), Inc, San Francisco, CA**

Marlene was the regional manager for San Francisco, Portland, and Seattle after being relocated to the Bay Area to plan, setup, and implement a new regional office for the company. She hired, trained, planned, managed, and supervised 15 to 40 employees at once. As the Campaign Manager, Marlene researched the feasibility of new fundraising campaigns at a local, statewide, and national level, while also starting the first roaming fundraising team in the U.S.

2004

**Supervisor, DialogueDirect (US), Inc, Philadelphia, PA**

As the Supervisor, Marlene launched her first local DialogueDirect (US) fundraising campaign while recruiting, hiring, training, and inspiring fundraisers.

2003

**Outreach and Development Supervisor, DialogDirect PR GmbH, Graz, Austria**

While in Austria, Marlene coached and managed 3 to 7 teams at once for a roaming campaign and developed and managed door-to-door pilot campaigns in Vorarlberg and Tirol, Austria. As the Outreach and Development Supervisor, she trained new coaches while motivating other trainers and team leaders. She worked side by side with charities such as Greenpeace, AI, CARE, 4 Pforten, and WWF.

2003

**Fundraising Team Guide, DialogueDirect, Ltd, Oxford, Great Britain**

As the Fundraising Team Guide, Marlene lead teams of 5 for Greenpeace, UK while motivating, training, and managing fundraisers.

1999 – 2002

**Fundraiser, DialogDirect GmbH&CoKG, Rosenheim, Germany**

While in Germany, Marlene lead fundraising teams of 3 to 10 members for direct charities in Austria where she was promoted to Team Leader within just 3 months. She worked with and promoted many charities such as Greenpeace, WWF, CARE, 4 Pforten, and Amnesty International Austria, gaining them many members and sponsors.

## EDUCATION

2002

**B.A., Education, Paedagogische Akademie, Salzburg, Austria**

Ms. Stoeckl studied education while majoring in English and Music