




Jacqueline Bryant

 Lafayette, IN
 (765) 490-0498
 jacqjr94@gmail.com

PROFESSIONAL SUMMARY

Organized and adaptable professional with exceptional leadership, innovation, and problem-solving skills. CAPM certification in progress.

SKILLS

- Microsoft Office Suite
- Google Suite
- Verbal, written, and presentation
- Internal Communications with high level executives
- Interpreting and Analyzing Data
- Research and development
- Data Entry and Database Management
- Employee relations

WORK HISTORY

Lafayette Family YMCA Lafayette, IN

Membership Director

August 2024 - Present

- Developed seasonal program expos to promote YMCA offerings that further community development after I saw a need to increase our marketing and outreach
- Completed competitive audits to understand the local birthday party and room rental market, and develop revenue generating party packages
- Corresponds with directors of multiple departments to track program development and department updates in anticipation of questions
- Manages daily correspondences with members and C-Suite Executives
- Interviewing, onboarding, and training
- Schedules and runs membership meetings, preparing presentations, study materials, and practice sheets to help staff understand what is expected of them
- Developed and maintain topic-specific training sessions to onboard and refresh staff on front desk tasks and procedures for deeper, more focused learning
- Identified system flaw for income based assistance application processing and began personally calling applicants, reducing approval wait time by 2 weeks
- Created comprehensive front desk binder with FAQ's to help employees provide best possible answers to common AND uncommon questions
- Instituted front desk Google Suite accounts for easier access to front desk forms, meeting materials, and opening another communication channel to myself

- Onboarding new employees, processing payroll, managing employee schedules, conduct performance reviews

Membership Experience Coordinator

January 2023 - July 2024

- Restructured the locker rental system which has generated an extra \$408 revenue per month
- Assumed duties of Membership Director for 7 months while predecessor was out on FMLA
- Managed staff schedules, conducted interviews, performed onboarding, and completed daily deposit reports
- Resolved member complaints and billing issues above front desk staff
- Worked directly with Membership Operations Director to provide her updates and reminders that expedited the needs of the front desk
- Created member complaint Google Sheet and routed those complaints to the appropriate department director for resolution
- Relayed part-time staff issues to Membership Director to create and develop support strategies

Membership Services Representative

October 2022 - December 2022

- Answer member questions over email and phone
- Conduct tours in response to prospective member needs and sell memberships
- Resolved membership concerns and inform respective department director of unusual or unresolved issues
- Performed clerical work in organizing membership information and scholarship applications, answering phones, completing deposits, and entering donation checks as directed by the Grant Director
- Operated front desk databases
- Created shift notes after identifying the need for better communication between coworkers
- Introduced a purple folder to better organize member issues for the Membership Director to address, and thusly reduce member resolution wait times

EDUCATION

Walden University — *Masters of Business Administration*

March 2021 - August 2022

Indiana University-Purdue University Indianapolis, Indianapolis, Indiana — *Bachelors of Psychology; Minor in Chemistry*

August 2015 - June 2020

PROJECTS

Seasonal Program Expos - *Event Head*

An event designed to showcase YMCA programs, increasing revenue and community engagement

2025 Fall Programming - *Lead*

Design, promote, and execute programs for stakeholder engagement and development