

PREAUNDREA FRANKLIN

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PROFESSIONAL SUMMARY

- Highly organized, meticulous professional with outstanding administrative and people skills, who is multifaceted and works well in various settings
 - Proficient with Microsoft Office Suite, including Excel, Word, and PowerPoint
 - Data Entry
 - Proficient using multiple social media platforms including Facebook, Twitter, and blogging software
 - Conflict Management
 - Oral and written communication
 - Problem solving and troubleshooting
 - Experience working with music software such as MIDI, Protools and Intermediate skill with musical instruments and music therapy
 - Canva
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WORK EXPERIENCE

Sr. Administrative Coordinator

June 2021 – Present

United Way of Central Maryland, Baltimore, Maryland

- Primary support for IS Team to include: CIMO and AVP Operations, Neighborhood Zones team, 211 team, Program Compliance team, Public Policy, and Economic Advancement team
- Manage calendar for Senior Level IS staff
 - Ensure overbooking and double/triple bookings do not take place.
 - Ensure adequate travel/transition time is allocated for all meetings.
 - Review calendar weekly to establish priorities and adjustments.
 - Ensure Senior Level staff are aware of changes in the calendar.
- Create and coordinate meetings for IS team.
 - Work with other departments and admins to coordinate internal and external meetings for division.
 - Ensure all necessary information is contained within each invite.
 - Ensure appointments are color coded for easy identification.
 - Include travel time for external appointments/meetings.
- Compile collateral for presentations, meetings, handouts
- Create agendas and take notes for internal divisional meetings, as needed.
- Prepare and organize meeting logistics.
- Manage documents/correspondence.
- Develop an understanding and knowledge of IS initiatives and their objectives, to provide effective administrative support for all work.
- Ensure position desktop procedures are accurate and up to date.
- Triage ZOHO ticket inquiries to the direct department that can assist the person further.
- Input updated information and users in Doxy.me.

Administrative Secretary

August 2016 – June 2021

Johns Hopkins University, Wilmer Eye Institute, School of Medicine, Baltimore, Maryland

- Offered administrative support to project managers including bid evaluation, PPCs, shop drawing reviews, and daily construction reports
- Maintained calendar, schedules appointments and meeting/conference rooms
- Made travel and lodging arrangements for senior members of the team as well as managers
- Managed planning, acquisition and administration of materials, supervising materials flow for assembly line and reducing process breakdowns by 75%; performed quality checks for materials, ensuring compliance with company standards
- Liaised the Ambulatory Surgery Center at Green Spring and Bel Air with processing all invoices, researching discrepancies with orders previously processed
- Oversaw and managed daily schedules with multiple conference rooms in Wilmer (Patz, Portrait Room, Maumenee 501, Smith conference rooms) working with other departments as well as those within Wilmer to ensure proper upkeep and cleanliness of rooms as meetings are completed
- Performed administrative tasks, maintained customer files, and prepared business correspondence to deal with 100+ clients; led team of 5 to conduct data entry processing for numerous orders
- Assumed the responsibility of making sure the marketing materials and supplies were set up in a proper manner
- Navigated supervisor with additional tasks such as mail sorting, file retrieval and packaging
- Monitored and stocked Mother's Room located in Wilmer Smith Research building
- Provided assistance to the Bendann Surgical Center in the submission and processing of site marketing audit certification forms

Customer Service Representative

June 2014 – August 2016

Johns Hopkins University Press, Subscriptions, Baltimore, Maryland

- Handled calls from customers to support order fulfillment for online retailers; provided customers service for tracking orders, resolving shipment and related issues for 100+ products
- Functioned as a client liaison ensuring smooth experience with the organization
- Developed and sustained positive business relations with engineers and managers at all levels and communicated with clients
- Oversaw general accounting functions, cash management and reporting procedures
- Performed duties and responsibilities with limited supervision. Make decisions and establish work priorities on procedure-oriented operations with input from the supervisor. Does not direct the activities of staff or a function

Front Desk/Customer Service Representative

February 2008 – April 2015

Weis Markets, Odenton and Towson, Maryland

- Communicated with customers as main point of contact and resolved 99% issues with services
- Created plans to remove bottlenecks and resolve customer issues up to 100% satisfaction
- Trained two new staff members after a month as a cashier
- Led customer support for financial services with team of ten, designing Toolkit for customers
- Processed 200+ transactions involving payments and withdrawals by customers

Office Assistant

July 2011 – June 2014

Johns Hopkins University, Office of Annual Giving, Baltimore, Maryland

- Performed project administrative tasks, procedures, and policies, and monitor administrative projects
- Processed more than 1,000 solicitations per day for nine schools and divisions
- Compiled, organized, and verified of the correctness of data for solicitations and stewardship operations
- Updated constituent information using ALADIN and RUFFALOCODY Systems
- Updated and captured biographical and geographical data on alumni, parents, and friends into the 800,000+ records database
- Updated 200 daily constituent financial records into the University database

- Collaborated with other departments on maintaining up-to-date records
 - Provided office and filed support such as drafting contracts, processing change orders, upholding safety policies, mitigating project risks, and organizing quality control documents
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INTERNSHIP & INDUSTRY EXPERIENCE

Ascend HBCU Program Intern – Pollstar Live! Conference

Oak View Group, Los Angeles, CA

April 2025

- Selected as one of a few HBCU students nationwide to participate in the Aspire HBCU Program at Pollstar Live!, a premier live entertainment industry conference
- Attended panels and workshops featuring top industry professionals in concert promotion, venue management, and entertainment marketing
- Networked with executives and peers from across the entertainment industry to explore career paths in live events and partnerships
- Engaged in experiential learning with Oak View Group staff, gaining insight into sponsorship, production, and creative strategy
- Represented Coppin State University and contributed to conversations about diversity, equity, and inclusion in the live entertainment space

Production Intern

Chesapeake Shakespeare Company, Baltimore, Maryland

January 2025 - Present

- Assist with promotional efforts and audience engagement for theatrical productions
 - Support behind-the-scenes production tasks, ensuring smooth operations
 - Gain experience in theatre management, event coordination, and talent relations
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EDUCATION

B.S. Entertainment Management

Coppin State University, Baltimore, Maryland

May 2025

Honors: Summa Cum Laude

Associate's degree, Transfer Studies

Anne Arundel Community College, Arnold, MD

August 2012