

Allison Crowley

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EDUCATION

2025

James Madison University
Bachelor in Science

Major: Communication Studies

Minor: Writing, Rhetoric & Technical Communication

I am a highly motivated and results-driven communicator with a background in Organizational Communication and Technical Writing from James Madison University. My experience spans customer service, event coordination, and leadership mentoring, all of which have honed my ability to adapt quickly and effectively contribute to diverse teams. I excel in building strong, lasting client relationships by actively listening, identifying needs, and delivering tailored solutions. With a focus on organizational efficiency and problem-solving, I am skilled at using tools like OneNote, Microsoft Office, and CRM software to streamline processes, manage data, and enhance team collaboration. I thrive in fast-paced environments and enjoy tackling challenges with creativity and critical thinking, ensuring that goals are met and exceeded. My strong communication skills—both verbal and written—allow me to effectively engage with clients and colleagues, making me a valuable asset in team-oriented and customer-focused roles. I am proactive, self-motivated, and always seeking opportunities to grow, contribute, and lead within an organization.

COMMUNITY SERVICE & LEADERSHIP

Chesterfield Food Bank Volunteer-

Facilitated the distribution of essential food supplies to over 800 individuals and families in need, ensuring smooth operations and timely service. Coordinated with fellow volunteers to organize food drivers, increasing the efficiency of food collection and distribution efforts. Provided compassionate support to clients, helping them access food in a welcoming and respectful environment.

Confirmation Mentor, Saint Gabriel Catholic Church

Guided confirmation candidates through their spiritual formation process, offering leadership, mentorship, and support. Developed and led engaging activities that helped candidates deepen their understanding of faith and build a strong sense of community. Fostered an inclusive environment that encouraged open communication and reflection among candidates, ensuring their spiritual growth.

Youth Program Coordinator, Vacation Bible School

Managed the safety and well-being of 20 children, creating a secure and enjoyable environment for learning and development. Organized and facilitated interactive activities, promoting hands-on learning and spiritual growth through fun and engaging lessons. Collaborated with other volunteers to plan and execute a successful program that inspired and educated children in a meaningful way.

EXPERIENCE

Lender Assistant for (January 2025-Present)

Lee Baker

As a Lender Assistant, I help manage client accounts and ensure that financial transactions are processed on time. I use tools like OneNote and Microsoft Office to stay organized, keep communication clear, and track client information. I work closely with lenders to make sure everything runs smoothly and stay in touch with clients to address their needs. I also assist with investment strategies, using platforms like Charles Schwab and Thinkorswim to provide helpful insights and support clients with their financial portfolios.

Event Coordinator & Hospitality (August 2022-2024)

Outer Banks Catering & Events

During my time as an Event Coordinator and Hospitality professional at Outer Banks Catering & Events, I successfully coordinated and executed large-scale events, ensuring seamless operations from start to finish. I managed event logistics, inventory, and quality control to maintain high standards and exceed client expectations. I demonstrated flexibility and quick thinking by adapting to last-minute changes while preserving the quality of service and overall experience. My ability to collaborate effectively with teams allowed us to enhance guest satisfaction, ensuring each event was executed flawlessly and provided a memorable experience for all attendees.

Customer Service and Sales Associate (August 2018- 2021)

SandTrap Tavern

At SandTrap Tavern, I played a key role in increasing sales by recommending products, using upselling techniques, and consistently meeting or surpassing sales targets. I built strong, lasting relationships with customers, contributing to improved retention rates and higher customer satisfaction. In a fast-paced, high-pressure environment, I maintained efficiency and a positive demeanor, ensuring that all guests received excellent service. Additionally, I took on a leadership role by training new employees on point-of-sale (POS) systems, customer engagement techniques, and product knowledge, which helped improve overall team performance and service delivery.