

DANIELLE DUNGAN

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Skills

- PR/Media outreach
- Project management
- PR strategy development
- Social media marketing
- Crisis communication
- Written and verbal communication
- Strategic planning
- Branding

Work History

Public Relations Coordinator, 08/2021 to Current

BayCare Clinic – Green Bay, WI

- Develop and implement comprehensive public relations campaigns to promote brand awareness and improve brand reputation
- Communicate with media weekly to build relationships and optimize press coverage
- Create and distribute press releases, media pitches, and media advisories to local media outlets
- Manage social media accounts and created content for various social media platforms to increase engagement and drive traffic to the company's website
- Manage relationships with local government entities for BayCare Clinic's annual century bike ride, resulting in a successful and safe event

Service Desk Supervisor, 03/2016 to 08/2021

Home Depot – Grand Chute, WI

- Utilized strong leadership talents and problem-solving skills to maintain team efficiency and organize workflow, resulting in an increase in productivity
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service
- Coached employees through day-to-day work and complex problems
- Monitored metrics and developed actionable insights to improve efficiency and performance
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns

Marketing and Public Relations Intern, 03/2019 to 09/2019

United Way – Oshkosh, WI

- Assisted in the development and implementation of public relations and marketing campaigns
- Conducted research on media outlets and potential target audiences
- Drafted and edited press releases, media pitches, and media advisories
- Assisted in the management of social media accounts
- Performed market analysis and researched latest trends

Education

Bachelor of Science: Public Relations

University of Wisconsin Oshkosh - Oshkosh, WI