

Chelsea Milburn

Carson City, Nevada • +1 775-230-1146 • chelsea.t.milburn@gmail.com • linkedin.com/in/chelsea-milburn

Communications Manager

Powerhouse communications leader with 10+ years of diverse communications experience in the federal, energy, nonprofit, and entertainment industries. Passionate and highly organized problem solver who thrives when bringing people and ideas together to overcome obstacles and cultivate team success. Extensive experience leading teams in creating impactful communications strategies and products. Demonstrated ability to expertly manage creative projects, train and supervise employees, drive content engagement, and adapt to emergent issues.

SKILLS

Communications Strategy, Media Relations, Public Relations, Social Media, Marketing, Project Management, Content Management, Stakeholder Analysis, Collaboration, Emotional Intelligence, Leadership, Team Building, Problem Solving, Research, Google Analytics, Adobe Suite, Slack, Asana, Trello, Microsoft Office (Word, Excel, Powerpoint, Access), Secret Clearance

WORK EXPERIENCE

US Navy • San Diego, California, United States • Hybrid • 08/2020 - Present

Communications Manager, U.S. Naval Air Force Reserve

- Plans, directs, and facilitates all external communication and outreach regarding aviation within the U.S. Navy Reserve.
- Creates, edits, and disseminates communications products for target audiences, including news stories, speeches, scripts, press releases, feature stories, graphics, videos, and photographs through various channels.
- Researched and developed and implemented a comprehensive communications strategy that resulted in a 50% increase in enterprise creative production and a 20% growth in social media followers within the first year.
- Trained 32 external communications program managers on media relations, resulting in a 30% increase in positive media coverage.
- Conducts weekly reports to executive leadership on communications strategy, campaigns, and projects.

San Diego Gas & Electric • San Diego, California • On-site • 03/2019 - 08/2020

Social Media & Digital Content Specialist

- Created and implemented social media campaigns leading to a 15% increase in engagement with organic social media content.
- Assigned, edited, and published content to the company news website, increasing website traffic by 20% in one year.
- Coordinated joint campaigns with internal cross-functional teams and external partners, including the American Red Cross, San Diego Humane Society, 211 San Diego.
- Refined social media campaigns and provided recommendations to marketing managers to refine campaigns based on current trends, marketing research, benchmarking, and social media and Brandwatch insights.

US Navy • San Diego, California, United States • On-site • 01/2015 - 02/2019

Creative Production Manager

- Directly supervised a team of 17 communications specialists, coordinating written, visual, and audio content production supporting U.S. Navy clients in the San Diego area.
- Managed the successful, timely completion an average of of 5-10 creative projects per month.
- Assigned team members to projects, communicated client requirements for each creative element, and edited and approved final written, visual, and audio products.
- Held performance reviews, identified development and training needs of employees, and conducted or coordinated additional training as needed.

Communications Specialist, Navy Public Affairs Support Element West

- Created written and visual communications products, including news stories, feature stories, news releases, video products, multimedia products, audio pieces, and graphics supporting a variety of internal U.S. Navy clients using the Adobe Creative Suite.
- Led teams conducting volunteer projects in Sri Lanka and Malaysia.

VOLUNTEER EXPERIENCE

International Game Developers Association (IGDA) San Diego • 01/2024 - Present

Event Manager

- Planned and marketed a professional development event with 3 guest speakers and 60+ in-person attendees.
- Recruited four video game music composers, sound designers, and performers as guest speakers for an upcoming game music event.

Naval Air Force Reserve Chief Petty Officer Association • 01/2024 - Present

Treasurer

- Manages funds and budget for the Naval Air Force Reserve Headquarters Chief Petty Officer Association, which funds and organizes events for the Naval Air Force Reserve staff.
- Established a detailed file organization system, processes for documenting lost receipts and lost inventory, and obtained 12 missing statements from bank and PayPal accounts, resulting in 100% accountability of association funds and records.
- Maintains and updates financial records, including receipts, statements, and an ongoing ledger.
- Bills members for membership dues and branded merchandise purchases.

EDUCATION

Master of Arts - MA in Strategic Communication

National University • 10/2023 - 08/2024

Bachelor of Arts in Linguistics, Minor in Japanese Language

University Of Arizona • Tucson, AZ, USA • 05/2012

CERTIFICATIONS

Hootsuite Platform Certification • 10/2023 - Present

Hootsuite

Lean Six Sigma Yellow Belt • 05/2023 - Present

US Navy