

CAROLINE MONSOUR

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SKILLS

- Microsoft Office Suite:
 - Powerpoint, Word, Excel
- Design Software
 - Wix
 - Canva
- Social Media
 - Instagram, Facebook, TikTok, X
- Copy Writing & Content Creation
- Client Relations & Management
- Calendar & schedule management
- Strategic Communications
- Media Relations
- Social Media Management
- Cold calling
- Public Speaking & Presentations
- Crisis Communication
- Brand Management
- Market Research & Analysis
- Intermediate proficiency in Spanish

EDUCATION

DEPAUL UNIVERSITY

MA Public Relations & Advertising

College of Communication (June 2025)

SYRACUSE UNIVERSITY

BA International Relations & Marketing

Maxwell School of Citizenship and Public Affairs
(2018)

- Middle East & North Africa Concentration,
Dean's List

Study Abroad:

- Dubai, United Arab Emirates
- Madrid, Spain
- Strasbourg, France

Clubs & Extracurriculars:

- Arab Student Association
- Muslim Student Association
- Phi Alpha Delta - International Law Fraternity
- Alpha Phi Omega - National Service Fraternity

EXPERIENCE

LEGAL ASSISTANT & PUBLIC RELATIONS INTERN

2022-Present

The Law Offices of Maureen Kroll | Irwin, PA

- Manage client intake and scheduling, ensuring seamless coordination of legal consultations and maintaining an organized case calendar.
- Assist in document preparation, filing, and digital record-keeping, improving administrative efficiency and reducing processing errors by 15%.
- Support public relations efforts, drafting press releases, managing social media updates, and enhancing the firm's outreach to increase client engagement by an estimated 20%.

HOSTESS & SERVER

2023 - Present

Four Corners - Porter Kitchen & Deck | Chicago, IL

- Managed guest seating arrangements for a high-traffic restaurant, optimizing table turnover and contributing to a 15% increase in daily revenue
- Trained & mentored 3 new staff members, enhancing team efficiency and improving customer satisfaction scores by 20%
- Implemented upselling techniques, boosting average check size by 10% and generation an addition \$2,000 in monthly sales

PROGRAM ASSISTANT

2022

Neurohealth Associates | Oak Brook, IL

- Managed front desk operations, greeting guests and handling high-volume incoming calls, ensuring a seamless patient experience
- Accurately entered and maintained patient data in digital systems, improving record accuracy and reducing administrative errors.
- Assisted in daily administrative tasks, streamlining workflows to help the team meet 100% of deadlines & operational targets.

ADMISSIONS SERVICE REPRESENTATIVE

2019-2020

Pittsburgh Technical College | Oakdale, PA

- Conducted up to 50 cold calls per day to prospective students, generating interest and increasing campus visit appointments.
- Schedule and coordinated campus tours for students and parents, contributing to an increase in enrollment conversions
- Engaged with potential applicants, providing key information about programs and admissions, leading to an improved inquiry-to-application ratio.

VOLUNTEER

• WESTCOTT COMMUNITY CENTER

- Assisted in organizing community events & educational programs
- Supported social media content creation to increase engagement
- Helped coordinate fundraising efforts & promotional campaigns
- Provided logistical support during events and activities

• JDRF INTERNATIONAL

- Assisted in organizing fundraising events to support Type 1 Diabetes research
- Raised awareness through outreach & community engagement activities
- Supported event logistics, including registration & attendee coordination

• ST. BERNARD PROJECT

- volunteered with 12 classmates in March 2012 to rebuild a home in New Orleans' 9th Ward
- Assisted a homeowner still impacted by Hurricane Katrina seven years later
- Gained a deep sense of gratitude from the experience