


# ERIN GRIGSBY

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Atlanta, GA 

## SKILLS

Attention to Detail

Organizational Skills

Processing Contracts

Writing

Copy Editing

Time Management

Verbal And Written Communication

Training Colleagues

Dependability

Teamwork

Composure Under Pressure

Customer Service

## EDUCATION

BACHELOR OF ARTS HONORS  
Communication - Visual  
Communication Concentration  
Berry College  
2008 - 2012

## PROFESSIONAL PROFILE

Detail-oriented and highly organized communications professional with two-and-a-half years of sales administration experience and seven years of editorial experience. Exceptional eye for details. Outstanding writing, publishing, and customer service skills. Well-versed in Salesforce. Excellent written and oral communicator; capable of proficiently handling several tasks simultaneously under pressure.

## EXPERIENCE

### FORBES TRAVEL GUIDE

#### Manager of Sales Administration, Partner Services / June 2020 - Present

- Currently the key administrative support for global sales team, focused on generating service contracts and creating revenue reports for CEO and sales team
- Assist in the migration of internal processes into Salesforce to generate efficiencies

#### Account Executive, Partner Services / August 2019 - May 2020

- Supported the Vice Presidents of the Americas team with researching potential new clients in their regions and processed service contracts
- Maintained the customer relationship management system with input and updates of properties and clients

#### Assistant Manager, Evaluation Reporting / August 2018 - August 2019

- Created and implemented the training program for new team members
- Managed weekly editorial schedules for 20 copy editors
- Conducted incognito field evaluations at luxury hotels, restaurants and spas and was a trusted contact for questions on reporting products from internal staff and clients

#### Senior Copy Editor - Publishing & Scheduling, Evaluation Reporting / December 2015 - August 2018

- Performed incognito field evaluations of luxury hotels, restaurants and spas against approximately 800 Five-Star standards
- Organized master evaluation schedule and created weekly editorial schedules for a team of 18 copy editors
- Conducted meticulous final reviews of reports before publishing reports to clients
- Answered questions on reporting products from internal staff and clients
- Acted as interim manager from January - June 2018

#### Secretary, Standards Advisory Committee / January 2014 - December 2016

- Recorded and distributed minutes from bi-annual meetings with Forbes Travel Guide's executive team and 26 executives and hospitality industry leaders

#### Copy Editor, Evaluation Reporting / September 2012 - December 2015

- Edited field evaluation reporting products for grammar and accuracy in accordance with company standards and wrote executive summaries of evaluations
- Assisted with administrative duties, including annual revisions of Five-Star standards

### MINI GADGETS INC.

#### Social Media Intern / May 2011 - August 2011

- Updated the company's Facebook, Twitter, and Wordpress accounts daily
- Wrote product descriptions and took updated photographs of products
- Composed blogs and weekly emails that informed the dealers of top-selling wholesale products and current events

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## AWARDS

EMPLOYEE ACHIEVEMENT AWARD  
Forbes Travel Guide  
October 2014

OUTSTANDING SECTION EDITOR  
Berry College Cabin Log Yearbook  
2011 - 2012

O. WAYNE ROLLINS STUDENT  
WORK AWARD RECIPIENT  
Berry College Annual Fund Call Center  
2010 - 2011 and 2011 - 2012

BEST ARTICLE AWARD  
"Student Insurance story"  
Berry College Cabin Log Yearbook  
2010

LAMBDA SIGMA HONORS SOCIETY  
Berry College  
2009 - 2010

## EXPERIENCE continued

### BERRY COLLEGE STUDENT PUBLICATIONS - THE CABIN LOG YEARBOOK Issues Section Editor / August 2011 - May 2012

- Planned story ideas for the Issues section based on current events and wrote about controversial campus events
- Designed story layouts using Adobe InDesign and digital photography

### Assistant Issues Section Editor / January 2011 - May 2011

- Wrote stories about campus issues and general news
- Assisted the Issues Section editor with story ideas

### Staff Writer / October - December 2010

- Assisted the Cabin Log Yearbook in writing stories for the Issues section

### BERRY COLLEGE ANNUAL FUND CALL CENTER Senior Supervisor / August 2010 - May 2012

- Trained 30 new callers on phone procedures and etiquette
- Supervised approximately 15 callers twice a week and verbally confirmed donations from alumni over the phone

### Lead Caller / August 2009 - May 2010

- Trained 25 new callers on proper calling etiquette and procedures
- Scanned monetary gifts into the computer system when received in the mail

### Fundraiser / August 2008 - May 2009

- Exposed to large-scale fund raising by raising donations for a fund to benefit scholarships and the on-campus student work program
- Maintained positive relationships between alumni and the college

### BERRY COLLEGE MEMORIAL LIBRARY

#### Serials and Documents Student Assistant / January 2009 - May 2010

- Displayed the most current issues of newspapers, periodicals, and microfilm
- Carried out various administrative responsibilities while the Serials and Documents Librarian Assistant was on leave due to injury