

Emily Greer

Small Business Development Center Coordinator

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STRENGTHS

- ♥️ **Client follow through**
Kept inquiries moving from first contact through routing, feedback, milestones, and documented service outcomes.
- ♥️ **Grant coordination**
Turned contracts, invoices, proposals, reports, and data requests into orderly files supervisors could trust.
- 📅 **Event execution**
Handled a busy workshop detail, from registration and rooms to signage, supplies, and attendee follow up.
- 👥 **Student supervision**
Gave interns clear assignments and regular coaching, helping advisors receive useful support each term.
- 🔍 **Practical research**
Used market information and financial planning inputs to help advisors shape useful guidance for business owners.

SKILLS

Client service Grant administration

Project management

Office management

Records management

Center IC CRM practices Eventbrite

Constant Contact

Social media marketing

Website updates Budget support

Purchase requisitions Concur

Market research

Student supervision

SUMMARY

Business program coordinator with six years supporting entrepreneurship services, grant funded initiatives, client operations, events, budgets, and student talent programs. Coordinates high volume calls, correspondence, service inquiries, follow up, records, **economic impact reporting**, and success stories with steady attention to client needs. Maintains Center IC style client data, Eventbrite registrations, Constant Contact campaigns, website updates, social media calendars, reports, and grant documentation. Supports market research, financial modeling, **cash flow forecasting**, capital resources, **export assistance**, and **government contracting** preparation. Supervises student interns, trains administrative staff, coordinates campus partners, and keeps competing priorities moving through clear records and practical follow through. Brings dependable judgment, warm client service, and organized project coordination to university affiliated business assistance programs.

EXPERIENCE

Senior Program Coordinator, Entrepreneurship Services

Lakeview Enterprise Resource Center 📅 July 2023 - Present 📍 Columbus, Ohio

Leads entrepreneurship, export readiness, and government contracting operations for advisors serving more than 300 active businesses. Owns client records, grant reporting, events, student workflows, budget support, and coordination with campus partners.

- Coordinated advisors serving more than 300 businesses through organized client routing and milestone tracking.
- Maintained **Center IC** records, impact notes, and **event data** for recurring grant reports.
- Prepared contracts, invoices, proposals, data summaries, and reporting calendars for funded initiatives.
- Ran Eventbrite workshops with **Constant Contact**, signage, rooms, supplies, and participant communications.
- Supervised four interns through screening, assignments, **advisor projects**, workload reviews, and coaching meetings.
- Supported **purchase requisitions**, supplies, budgets, and **travel administration** through enterprise finance systems.

Program Operations Specialist, Business Services

Midwest Business Growth Collaborative 📅 June 2021 - June 2023 📍 Dayton, Ohio

Managed client intake and program operations for owners seeking market research, financial planning, capital resources, and loan proposal guidance. Coordinated seminars, outreach, records, grant files, and training for administrative staff and student workers.

- Managed intake for owners seeking **market research**, financial models, cash flow forecasts, and capital resources.
- Built **follow up** routines capturing milestones, feedback, **success stories**, and economic impact information.
- Coordinated more than 40 seminars annually through registration, email lists, materials, rooms, and records.
- Refined social media calendars and email campaigns using registration data from business education events.
- Compiled grant documentation and program **reports** through consistent **records management** practices for review.
- Trained staff and student workers on routing, **data entry**, office procedures, and event preparation.

Administrative Program Associate, Small Business Services

Capital Region Entrepreneurship Hub 📅 June 2020 - May 2021 📍 Springfield, Illinois

LANGUAGES



MY CAREER



- Senior Program Coordinator, Entrepreneurship Services at Lakeview Enterprise Resource Center (3.2 Years)
- Program Operations Specialist, Business Services at Midwest Business Growth Collaborative (2 Years)
- Administrative Program Associate, Small Business Services at Capital Region Entrepreneurship Hub (11 Months)
- Program Assistant, Workforce and Entrepreneurship Services at Riverbend Community College (1.6 Years)

Supported a regional small business advising caseload through appointment coordination, research requests, event preparation, data entry, and operational liaison work. Kept service information current while balancing deadlines across internal departments.

- Organized appointments, research requests, **correspondence**, and documentation for small business advisors.
- Prepared workshop **packets**, presentation copies, rooms, parking, **supplies**, and attendance files.
- Reconciled incomplete client and event records before producing routine activity reports.
- Coordinated operational requests with **facilities**, information technology, travel, **payroll**, and purchasing teams.
- Updated web event listings and social posts with accurate registration details and service information.
- Prioritized concurrent deadlines and reported work status to advisors, students, and supervisors.

Program Assistant, Workforce and Entrepreneurship Services

Riverbend Community College 📅 October 2018 - May 2020 📍 Peoria, Illinois

Provided front line **administrative support** for a workforce and entrepreneurship office serving students and business clients. Managed records, purchasing, travel documentation, student assignments, research, events, and daily **service inquiries**.

- Triage phone, email, and walk in requests for students and business clients.
- Maintained electronic and paper records covering appointments, events, purchasing, and participant activity.
- Gathered market and program information through structured research and concise staff reports.
- Scheduled student worker **assignments**, tracked completion, and provided procedural instruction.
- Processed purchasing and travel documentation with supporting records for budget review.
- Supported public **events** through registration, materials, attendee communication, room logistics, and **follow up**.

PROJECTS

Small Business Export Readiness Series 📅 2024

Coordinated practical workshops covering export assistance, product classification, documentation, compliance practices, and international trade resources for business clients.

Government Contracting Readiness Program 📅 2023

Supported client preparation through bid matching, capability statements, entity registrations, certifications, SBIR and STTR resources, and contracting training.

Student Advisor Support Workflow 📅 2022

Organized intern applications, advisor projects, assignments, workload reviews, meetings, and coaching records for a recurring student services program.

LEADERSHIP & AWARDS

- Recognized for dependable coordination of grant funded entrepreneurship events and client reporting, 2024.
- Selected to supervise four student interns through structured assignments, coaching meetings, and advisor projects, 2023.
- Commended for accurate records, timely follow up, and calm support during high volume program periods, 2022.

EDUCATION

Bachelor's Degree in Business Administration

Illinois State University 🎓 GPA: 0 📅 2018 📍 Normal, Illinois

Coursework: Project management, financial planning, business communications, marketing research

CERTIFICATIONS

- Project Management Foundations Certificate 📅 2022
- Constant Contact Email Marketing Certification 📅 2024

TECHNICAL SKILLS

- **Client Records Systems:** Center IC, CRM records, client milestones
- **Event Management:** Eventbrite, registration systems, attendee records
- **Email Marketing:** Constant Contact, email campaigns, mailing lists
- **Finance Systems:** Banner, Concur, purchase requisitions
- **Grant Administration:** Contracts, invoices, proposals, grant reports
- **Business Analysis:** Financial modeling, cash flow forecasting, viability analysis
- **Market Research:** Market research, capital resources, loan proposals
- **Export Services:** Product classification, export documentation, compliance
- **Government Contracting:** Bid matching, capability statements, SBIR STTR
- **Digital Communications:** Social media, website updates, registration campaigns
- **Office Administration:** Data entry, records management, office equipment
- **Project Coordination:** Project management, workflow planning, staff training

PROFESSIONAL AFFILIATIONS

- Volunteer Small Business Workshop Coordinator, Central Ohio Community Enterprise Network, 2024 to Present.
- Community entrepreneurship event volunteer, supporting registration, client communication, materials, and workshop logistics.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST