

Audrey Cottingham

Donor Family Aftercare Coordinator

A compassionate, experienced and digital-savvy donor family liaison with strong communication skills. Known for my brainstorming creativity and my successes developing inventory controls. Currently seeking new responsibilities to propel team through special projects for greater donation awareness and ready to hit the ground running.

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AREAS OF EXPERTISE

Time Management Strategy & Planning Creativity Budgeting MS Office

Sales & Marketing Organization Communication Detail-Oriented Dedicated

WORK EXPERIENCE

Donor Family AfterCare Coordinator

Southwest Transplant Alliance · April 2017 - Present

Responsible for pristine documentation and communication of outcome to donor families within regulatory timelines. Create presentations and relied upon to represent department for external and internal engagement and to launch program development (TaskHuman, Second Chance Donor). Championed the return of the Holiday milestone and Donor Medal. Recognized for exemplary use of department's budget.

- Responsible for culling and providing reports to various departments for donor family events. Assist Family Care/Research with SharePoint team communication.
- Sole member of the AfterCare Department for 6-month period with no documented variances (approximately 300 donor cases).
- Communicate to team process changes from InVita, AC Collaborative and applicable webinars.

Receptionist (Part-Time)

Southwest Transplant Alliance · April 2016 - April 2017

High traffic front desk duties. Created opportunities to support various departments (PR, Clinical, Human Resources, and Quality)

Customer Service Manager / Brand Loyalty Program

Starplex Cinemas · April 2015 - December 2015

High volume communication (written and oral) with priority on conflict resolution with customers for brand loyalty program. Exceptional organizational skills for point system.

Marketing Coordinator and Group Sales Manager

ShowBiz Cinemas · June 2012 - May 2014

Responsible for theatrical and branding development in conjunction with weekly releases from major and independent movie distributors.

- Utilized PhotoShop for marketing campaigns.
- Developed and maintained community relations (light travel within Texas).
- Wrangled data, analytics, backups and archiving.

Film Buyer

Cinemark · March 2002 - June 2012

Developed Multi-Million CineArts program dedicated to art house/independent films in conjunction with overseeing the product (movie) placement in over 300 screens. Negotiated for competitive scheduling.

EDUCATION

University of Oregon, 1984 - 1986

Major: Journalism

RECENT RECOGNITIONS / EXTRACURRICULAR

STA LinkedIn Learner | Town Hall Committee, 2023-2024 | STA Cultural

Enhancement Committee 2018-2019 | AfterCare Collaborative

Mentor, The Alliance, 2023

Volunteer, Crisis Text Line, 2023

REFERENCES

Available Upon Request