

## Fundraising Telemarketing Representative

# Michelle Thompson

### Professional summary

Dedicated and results-driven Fundraising Telemarketing Representative with experience soliciting donations for nonprofit organizations. Skilled in persuasive communication, relationship-building, and donor retention. Proven ability to meet or exceed fundraising targets while maintaining donor satisfaction.

### Experience

## Fundraising Telemarketing Representative

March 2018 - Now

American Red Cross / Austin, TX

- Conduct 70+ outbound calls daily to past donors, securing donations for disaster relief efforts and local community programs.
- Raise an average of 0,000 annually through targeted campaigns, exceeding fundraising goals by 15%.
- Engage donors with personalized scripts, building long-term relationships and increasing recurring donations.
- Track donor interactions and contributions using Raiser's Edge, ensuring accurate reporting and follow-ups.
- Coordinate with the communications team to refine donor outreach strategies and improve call scripts.

## Telefundraiser

April 2016 - February 2018

World Wildlife Fund (WWF) / Austin, TX

- Reached out to prospective and lapsed donors to secure funding for conservation projects.
- Helped raise over 0,000 for endangered species protection through successful fundraising campaigns.
- Built a donor database using Salesforce to track donor preferences and ensure personalized outreach.


### Volunteer Experience


## Volunteer Coordinator

June 2017 - Now

Austin Animal Shelter – Austin, TX

- Organize and lead volunteer fundraising events, raising ,000 annually for the shelter's animal care programs.
- Recruit and train 50+ volunteers to assist with telefundraising efforts, improving donation outreach.
- Help plan and execute a successful annual gala, which secured ,000 in donations for shelter expansion projects.

 (512) 555-4321

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 Austin, TX

### Education


## Bachelor of Arts in Public Relations


University of Texas

Austin, TX

Graduated: 2015

### Skills

Fundraising, Donor Relations, Raiser's Edge, Salesforce 

Campaign Strategy, Call Script Development 

Persuasion, Relationship Building, Nonprofit Advocacy 