

MATILDA DEVLIN

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Summary

Communications and operations professional experienced in volunteer engagement, event coordination, and community outreach. Skilled in managing large volunteer programs, scheduling systems, onboarding processes, and cross-department coordination.

Education

Masters in Global Communications — *Strategic Communications & Branding* — GPA 3.96+
The American University of Paris

August 2024–December 2025

B.A Psychology - Communications Minor — GPA 3.5+
Saint Louis University Madrid Campus

December 2022

Experience

National Multiple Sclerosis Society

Regional Associate, Volunteer Engagement and Events — *Remote, USA*

December 2025 – Present

- Sole communications lead managing volunteer recruitment and engagement for 16 large-scale endurance events (Bike MS and Walk MS) across the Northeast region
- Oversee all communication between the organization and 1,000+ volunteers, including targeted email campaigns, database management, onboarding materials, and real-time event updates
- Develop and manage event communications, digital assets, and promotional materials to enhance visibility and engagement
- Track registration metrics and adjust outreach strategy to close participation gaps

Event Volunteer Engagement Intern — *San Diego, USA*

June 2025–August 2025

- Supported regional communications and volunteer operations for Southern California event and South West regional events
- Assisted with campaign communications and deployment, database management, and event-day logistics coordination

Spiritual Essence Yoga & Wellness

Operations Coordinator and Client Communications Specialist – *Remote, USA*

October 2023–December 2025

- Analyzed KPIs and engagement data to improve outreach effectiveness and client conversion
- Managed end-to-end email and SMS marketing campaigns, including segmentation, design, scheduling, and deployment
- Maintained CRM systems and supported operational workflows to improve efficiency and client retention

Operations and Psychology Intern

December 2022–August 2023

The National Alliance for Eating Disorders — *Remote, USA*

- Supported leadership with HR operations, SOP development, and administrative process improvements
- Conducted research on ADA compliance and policy considerations to support organizational advocacy efforts

Related Experience

Graduate Communications Director (Elected)

December 2024–Current

AUP Student Government — *Paris, France*

- Lead communications strategy and content creation for graduate student initiatives and events
- Designed content and created copy for events and initiatives across multiple platforms and internal channels
- Planned and executed events, including vendor coordination, outreach, and on-site logistics

Skills: Event Operations & Execution, Volunteer Engagement, CRM & Data Management Communications Strategy, Microsoft Office Suite, Google Workspace, Canva, Adobe Suite, Email Marketing (Mailchimp), KPI Tracking, SOPs, Organized

Languages: English (Native), Spanish, French