

Olivia Hubbard

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EDUCATION

University of Iowa, Iowa City, IA

05/25

Masters of Arts, Strategic Communication

Relevant course work:

Copywriting

Strategic Communication Writing

Digital Analytics

Digital Strategic Communication

Internal Communications

University of Iowa, Iowa City, IA

05/21

Bachelor of Science, Global Health

PROFESSIONAL EXPERIENCE

IIHR — Hydrosience and Engineering/the Iowa Flood Center, Iowa City, IA

10/23—Present

Communications Associate (05/25—Present)

Research Communications and Outreach Assistant (10/23— 05/25)

- Developing and managing social media content for IIHR and IFC, ensuring consistent, timely posts to engage diverse audiences
- Conducting interviews and writing feature stories for IIHR's *Currents* magazine and IFC/IIHR websites, highlighting research and innovation
- Designing visual materials (e.g., posters, event graphics) to promote events and increase visibility
- Building and maintaining IIHR and IFC websites using Drupal, WordPress, and SiteNow, ensuring accessible, accurate, and up-to-date content
- Collaborating on the launch of a new IIHR website, working with a small team to redesign layout, improve UX, and streamline content
- Leading STEM outreach initiatives across Iowa, fostering science engagement with schools and communities
- Coordinating communication strategies with internal and external partners to align messaging and meet project goals

University of Iowa Hospitals and Clinics, Iowa City

05/22 — 08/23

Clinical Services Specialist, Holden Comprehensive Cancer Center

- Managed an appointment queue of 1,000+ patients as an over-booker, prioritizing scheduling and confirmations to optimize clinic flow and reduce wait times
- Provided frontline operational support in a high-volume cancer clinic, ensuring smooth daily workflows and a seamless patient experience
- Delivered compassionate, efficient customer service to patients and internal teams, addressing inquiries and concerns with professionalism
- Collaborated across departments to coordinate patient care and maintain clear communication among staff and providers

American Cancer Society's Hope Lodge, Iowa City

07/21 — 05/22

Lodge Coordinator

- Oversaw daily operations of the Hope Lodge, ensuring efficient facility management and a welcoming environment for patients and visitors
- Maintained and updated patient records in compliance with privacy standards, supporting accurate reporting and operational efficiency
- Coordinated donations and managed vendor relationships, ensuring timely services, supplies, and strong community partnerships
- Provided compassionate hospitality and support, creating a comfortable, home-like atmosphere for guests during their stay

INTERNSHIPS AND LEADERSHIP EXPERIENCE

Internships

Water Citizen- Internship

05/24 –08/24

- Collaborated with classmates to design and build the Water Innovation Nation (WIN) Celebration Virtual Summit, contributing to the seamless execution of the online event.
- Developed and managed summit content, including creating speaker pages, writing summaries of presentations, and adding speaker information to the virtual event platform.
- Ensured accessibility by captioning videos and optimizing content for a diverse audience, enhancing the user experience for virtual attendees.

Community Healthcare Initiatives Haiti (CHI Haiti)- internship

02/21 –08/21

- Contributed to the development of training structures for community healthcare workers in Haiti, addressing resource limitations and ensuring the training program was practical and accessible.
- Collaborated with a multidisciplinary team to research, design, and create informational health products tailored to the needs of CHI Haiti's community healthcare workers.
- Analyzed health data to design an effective and comprehensive training program that enhanced the skills and knowledge of community health workers, improving their ability to serve underserved populations.
- Researched, developed, and implemented educational materials for CHI staff, focusing on areas such as computer program use, social media and marketing, and pharmacy management to strengthen internal operations and outreach.

Leadership experience

08/17–08/18

Alpha Phi Omega (Co-ed Service Fraternity), Iowa City, IA

- Attended weekly meetings to discuss volunteer opportunities in the Iowa City community.
- Completed LEADS certificate courses for leadership hours.
- Completed over 40 hours of volunteer service.

SKILLS

Google Analytics Certification

Completed 05/25