

Mary Ann Cortese

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- Education:** **Franciscan University of Steubenville**, Steubenville, OH
Bachelor of Science in International Business, *Summa Cum Laude* Graduated December 2020
Alpha Chi National College Honor Society Member
Studied in Austria, Fall 2018
- Professional Experience:**
- Southwest Airlines**
Flight Attendant Chicago, IL August 2022-September 2024
- Provided outstanding customer service to all passengers and ensured passenger and cabin safety.
 - Facilitated the boarding process by greeting passengers and demonstrating safety and emergency procedures to up to 175 passengers prior to taking off.
 - Skilled at responding to emergency situations and remaining calm under pressure.
 - Ability to put passengers at ease, create a positive travel experience, and commit to best-in-class customer service and top-notch friendliness.
- Dominicans, Province of St. Albert the Great USA**
Development Associate (In-person, Part-time) Chicago, IL November 2023-June 2024
- Helped lead the transition from the *Raisers Edge* donor database to the *Bloomerang* CRM system.
 - Managed donations and donor contact, including acknowledgment letters, on *Bloomerang*.
 - Created content for multiple donor campaigns through different channels, including online and direct mail.
 - Facilitated the creation and implementation of new donor online donation forms to the *QGiv* fundraising platform.
 - Assisted in planning and outreach for our annual Provincials dinner and helped automate online ticket sales.
- American Philanthropic**
Freelance Fundraising Consultant (Remote, Part-time) Washington, D.C. October 2021- December 2022
- Completed research projects and updated donor profiles on *Salesforce* for clients.
 - Conducted reports in *Salesforce* to find specific information on potential donors for clients.
- Saint Francis Xavier Lay Missionary Society & Bella Health and Wellness Medical Center**
Freelance Fundraising Consultant (Remote, Part-time) San Francisco, CA August 2021-August 2023
- Organized the society's incoming donations, mission appeals, grant applications, and acknowledgments through the *Little Green Light* database.
 - Wrote and sent newsletters and important special event emails through *Mailchimp* and *Constant Contact*.
 - Cultivated ideas to improve donor outreach through social media and virtual events.
- Illinois Policy Institute**
Development Summer Intern (Remote and In-person) Chicago, IL Summer 2021
- Researched potential donors for future reports using *Salesforce* and other development research programs.
 - Learned basics of non-profit grant writing, as well as organized donations and acknowledgements.
- Americans for Tax Reform** Washington D.C. May 2020-Dec. 2020
Trade and IP Policy Research Associate (Remote, Full-time)
- Researched and wrote over 15 blog posts and op-eds on relevant international trade, taxation, intellectual property rights, innovation, and digital services tax policies. (Articles found on [Property Rights Alliance Website](#))
 - Helped research and write a case study on [Intellectual Property Rights and the COVID-19 vaccine](#).
 - Managed [Property Rights Alliance](#) and [Taxpayer Leaders Forum](#) social media accounts, reposting relevant news and designing event promotion emails and newsletters through *Constant Contact* and *Canva* programs.
- The Heritage Foundation Young Leaders Program**
Coalition Relations Intern and The Academy Fellow (In-person) Washington D.C. Spring/Summer 2020
- Assisted Heritage in organizing and designing products for conferences such as the National Pro-Life Summit and CPAC, engaging over 1,000 attendees to promote Heritage's mission to new audiences.
 - Researched specific policy areas, including health care, free market topics, and domestic policy.
 - Communicated and interacted with donors/potential donors and helped organize and execute donor events.

Leadership:

John Jay Institute

Spring 2021 Fellow

Philadelphia, PA Spring 2021

- Completed academic residency program with the goal of gaining new insights into the philosophical principles and historical events which have impacted our world.
- Participated in seminars discussing classical philosophical, political, and theological texts such as C.S. Lewis, Russel Kirk, Thomas Hobbes, John Locke, etc.

Ethical-Global Leadership Award in International Business

May 2021

- Given to the most outstanding International Business Senior at Franciscan University

Jeffery J. Anderson Business Leaders Scholarship Recipient

Spring 2019-Dec. 2020

- Awarded to one Franciscan business student who demonstrates qualities of a leader and commitment to free enterprise

Spring 2021 *First Liberty Fellowship Program*

Spring 2021

- Learned the role of quantitative work in public policy making and working in government and non-profit settings

Fall 2020 *America's Future Foundation's Writing Fellows Program*

Fall 2020

- Acquired and cultivated writing skills in policy, opinion, and journalism