Amanda Holloway

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Profile

- Creation of educational virtual programs and videos to train new hires
- Provide networking/desktop support and perform mainframe and account-maintenance tasks
- Proficiency in Streak a ticketing help desk CRM software
- Windows 7, 8, and 10, Chrome OSX, MAC OS 10, Gsuite, Ubuntu, Office 365, VoIP

Education

Ohlone ADN Program in Progress

- 2 year registered nurse program

University of California, San Diego

- Bachelor of Arts Political Science International Law 3.90 GPA Cum Laude Honors 2013

Certifications

- Google IT Certification
- GitHub

Experience

Health and Beauty Source Inc. Mariposa CA, 2017-Current

Customer Success Manager/ IT support

- Manage customer success team of 8
- Receive and translate customer feedback to increase purchases and to maintain retention of accounts
- Set up accounts and workstations for new hires
- Manage user accounts and permissions
- Upgrade systems with new releases and models
- Install and configure software and hardware for customer success team
- Monitor system performance troubleshoot and resolve both hardware and software related PC and network issues

Course Hero Inc. Redwood City, CA 2013-2017

Customer Success Manager/ Recruiter

- Manage and lead a team of 30 in US marketing and public relations
- Conduct performance reviews. Oversee the recruitment, training and general management of the marketing program using CRM/ATS platforms
- Develop international outreach projects to test content acquisition and marketing success in the United Kingdom.
- Act as the head executive communications liaison between Course Hero, State, Federal and Academic officials.

Starbucks Coffee Company San Diego, CA 2008-2011

Manager

- Hire, train, manage, and lead a team of 8
- Increased sales by 20% through development of streamlined sales training for employees
- Managed and maintained POS software in store

Lyon Real Estate Davis, CA 2008-2010

Office Assistant

- Utilized CRM Software to manage clientele
- Data Entry of properties on MLS website
- Update and maintain MLS software in office
- Support, maintain, and repair IT equipment

References Available Upon Request