

## CORE COMPETENCIES

*Experienced manager with years of experience across the country for candidates, committees, and elected officials. After moving to Portland, I am seeking new challenges in the IT profession. While working full time at my current job, I have independently studied for and passed the test to become CompTIA A+ certified. Skills developed include:*

• Staff Management • Microsoft Office • G-Suite • Google Hire • Payroll Administration • Salesforce • Project Management • Data Analysis • Communications Coordinator • Client Relations • Proposal Writing

## WORK EXPERIENCE

### **Tier 2 Technical Support**, Conduent Inc., Portland, OR

September 2019 to Present

- End user support in a high volume call center environment
- Contracted to support the customer service group of an international producer of mobile devices, computers, proprietary operating systems and wearable devices
- Provided troubleshooting of iOS and MacOS software and devices
- Utilized excellent customer service skills to resolve customer's issue while preserving the client's reputation
- Promoted three times in recognition of a high level of customer satisfaction, outstanding metrics, and excellent problem solving skills

### **District Director**, Progressive Turnout Project, Denver, CO

April 2018 to Present

- Independently managed a local office for national political advocacy startup, supervising over a dozen staff
- Managed the recruitment and training of field organizers on a tight timeline
- Developed and led a multi-day training seminar for newly hired staff
- Analyzed campaign metrics to assess program effectiveness
- Executed SQL statements in Civis Analytics to track and assess metrics for national office
- Coordinated campaign efforts with allied organizations using shared real-time tracking tools

### **Lead Campaign Director**, Rocky Mountain Voter Outreach, Denver, CO

April 2017 to April 2018

- Managed simultaneous political education and outreach projects in multiple states employing dozens of staff
- Oversaw campaign setup, onboarding, data, payroll, and operations
- Drafted daily and weekly analytical reports to clients summarizing campaign metrics
- Supervised administrative workflow of campaign directors in remote offices on deadlines
- Utilized a custom system of data aggregation and analysis tools to identify trends
- Developed and led trainings of staff on technology and salient political issues

### **Campaign Manager**, Karena Kirkendoll for Superior Court Judge, Tacoma, WA

May 2016 to November 2016

- Supervised staff and volunteers in countywide campaign efforts
- Compiled questionnaires for legal and advocacy groups as well as media
- Directed the implementation of \$300,000 campaign budget, including advertising and social media

### **Legislative Aide**, Washington State Legislature, Olympia, WA

January 2016 to April 2016, January 2013 to October 2014

- Managed administrative and scheduling for elected officials in a dynamic legislative session
- Tracked and responded to constituent inquiries
- Developed communications materials and newsletters

## CERTIFICATIONS

**COMPTIA A+**, May 2020

## INTERSHIPS

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**National Parks Conservation Association**, September 2010 to December 2010

**United States Congress**, June 2009 to December 2009

## EDUCATION

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**American University**, Washington, DC 2009-2011

**Cascadia Community College**, Bothell, WA 2008 – 2009