

Education

B.A. in Family & Consumer Sciences, May 2012 – California State University, Long Beach

Emphasis: Consumer Affairs

Skills

Google Docs, MS Office, Zendesk, Jira, Confluence, Pipedrive, Fulcrum, NetSuite, Volusions, Slack, QuickBooks, Wordpress, Trello, Mavenlink

Employment

PRODEGE, LLC – El Segundo, CA

Customer Service Agent (Part-Time Seasonal Contract) – Swagbucks.com, Nov 2017 – Feb 2018

- Answered Zendesk tickets with an average of 100 per day
- Answered Facebook Private Messages from users and potential users

WONDROS – Los Angeles, CA

Project Manager – May 2017 - November 2017

- Direct and manage project development from beginning to end
- Define project scope, goals, and deliverables that support business goals in collaboration with senior management and stakeholders
- Develop full-scale project plans and associated communication documents · Estimate the resources and participants needed to achieve project goals
- Collaborate with Producers to draft and submit budget proposals and recommend subsequent budget changes where necessary
- Plan and schedule project timelines and milestones using appropriate tools
- Define project success criteria and disseminate them to involved parties throughout project life cycle
- Set and continually manage project expectations with team members and other stakeholders.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion
- Determine and assess need for additional staff and/or consultants and make the appropriate recruitments, if necessary, during project cycle
- Delegate tasks and responsibilities to appropriate personnel · Track project milestones and deliverables
- Develop and deliver progress reports, proposals, requirements documentation, and presentations
- Proactively manage changes in project scope, identify potential roadblocks, and devise contingency plans
- Coach, mentor, motivate, and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work

- Build, develop, and grow any business relationships vital to the success of the project

Develop best practices and tools for project execution and management

PRODEGE, LLC – El Segundo, CA

Project Manager – Prodege MR, January 2015 – May 2017

- Manage market research projects of varying scale and complexity from launch to invoicing
- Collaborate with the sales team to effectively communicate status and issues to team members and other project stakeholders during field.
- Soliciting and assessing bids, ensuring deliverability, and troubleshooting
- Utilize time management, multi tasking skills, decision-making skills, and analytic aptitude
- Compose training docs for new hires on PM duties
- Managed a variety of projects (AdHoc, Panel Recruit, IHUTs, Diaries, Community Build, Trackers, Wave Studies and Recontacts)

Lead, Customer Support Agent – Swagbucks.com, July 2013 - January 2015

- Moderated Swagbucks.com's Facebook page and Facebook Private Messages
- Maintained a 90% engagement on Swagbucks.com's Facebook page.
- Answered CS tickets (avg. 80-200 Tickets per day) with satisfaction rating of over 91%
- Coordinated and collaborated with multiple departments
- Composed and managed shared team documents for various team processes
- Shadow/Trained new Customer Support Agents
- Conducted monthly team meetings/presentations

SHELLY AUTOMOTIVE GROUP – Signal Hill and Buena Park, CA

Service Coordinator – Shelly BMW (Buena Park, CA), January 2013 – July 2013

- Front desk rep for the Dealership Service Department
- Assisted Service Advisors with clerical duties.
- Coordinated client appointments via phone and web based notification system.
- Customer telephone and e-mail support
- Featured in 2013 National BMW Dealership convention: excellence in customer service
- Chosen as company face for e-mail marketing video promotions (please see LinkedIn for samples)

Dealer Registration – Dealers' Choice Auto Auction (Signal Hill, CA), Oct 2012-Jan 2013

- Front office representative
- Managed client profiles via ASI (MS-DOS system) and AWG (Web-based system)

- Managed bank deposits and sales reports
- Registered new vehicles and new customers (consumers and businesses)
- Managed ACV reports for Shelly, Irvine BMW and MBZ Long Beach
- Processed reports of sale for DMV

Internships

Instrumental Savings, Inc., Placentia, CA Marketing Intern

September 2012 - December 2012

- Researched consumer online buying habits and processes
- Composed and published parent shopping guides for the Guitar section
- Proofread and edited shopping guides for other writers
- Edited company website using Volusion, an E-Commerce software for imputing manufacturer's prices, search criteria, videos, pictures and product descriptions.

The Tutoring Center Franchise Corp., Long Beach, CA Franchise Development Intern

January 2009 - December 2009

- Assisted in office events, receptionist duties, and accounting
- Coordinated events and conferences for Director of Development
- Participated in showcasing events for potential franchisees/clients
- Participated in corporate training events for new franchisees/clients