

SUMMARY

I am a resourceful Email Developer and Implementation Specialist with extensive experience in project management. I specialize in HTML/CSS transactional emails and marketing campaigns.

I utilize strong organizational, planning and communication skills towards improving operational efficiency. I worked with Agile/Scrum methodologies, and I have a passion for people and technology. With a comprehensive background in digital media and web technologies, I am a problem-solver with excellent analytical and negotiation skills. I am committed to providing the best customer experience as well as continuous improvement.

I am passionate about the outdoors and teach avalanche courses to outdoor professionals.

SKILLS

- 8+ yrs. of experience in HTML emails and marketing Automation
- Strong working knowledge of CMS, HTML, CSS, email client specificities, A/B testing
- Experience using ERPs (Oracle, SAP for HR), Salesforce Marketing Cloud
- Dynamic and reliable team-player with proven organizational and communication skills
- Customer service attitude and trustworthy, positive approach. Experience working remotely
- Create, test and maintain web pages with WP and other CMS

PROFESSIONAL EXPERIENCE

EMAIL DEVELOPER — IMPLEMENTATION SPECIALIST (FREELANCE)

APRIL 2023 TO PRESENT

- Building collateral (HTML transactional email, Marketing campaigns and landing pages) for clients.
- Advocate best practices in email design, content strategy, and digital marketing using CSS to meet design specifications of customers for the specific application.
- Use enterprise-level email service platform to manage email lists, conduct audience segmentation and A/B testing, and deployment.
- Manage projects involving clients and various internal departments.
- Create, test, and maintain web pages with WP and other CMS.

GUESTFOLIO – CENDYN, WHISTLER, BC

MAY 2014 - MARCH 2023

ACCOUNT PRODUCER & CONTENT SPECIALIST (CONTRACTOR & EMPLOYEE)

Guestfolio, an award-winning and trusted guest engagement platform for hospitality data. We work in partnership with hoteliers and provide an integrated single-source solution that manages all day-to-day transactional communications, guest satisfaction and digital marketing programs.

- Responsible for on-boarding and building new accounts. Uses creative and digital skills to build collateral (HTML/CSS automated email marketing solution, newsletter, Mobile Concierge app & survey) for our hotel clients worldwide.

MIKE WIEGELE HELICOPTER SKIING, BLUE RIVER, BC

NOVEMBER 2006 - MARCH 2018

LEAD SKI GUIDE

(PART-TIME & FULL-TIME)

- Provide international guests with one of the best ski experiences on the planet while managing risk in an uncontrolled mountain environment.
- Mentor assistant guides with risk management and customer service.

WHISTLER HELI-SKIING, WHISTLER, B.C., CANADA

DECEMBER 2004 – FEBRUARY 2014

GROUND OFFICE MANAGER & ADMINISTRATOR

- Managed and trained team of 15 Sales Associates
- Monitored and tracked accounts payable/receivable
- Acted as the main contact for booking agents and provided booking agents with Product Knowledge Sessions
- Built and maintained strong business partnerships to deliver a high level of service
- Created and implemented tools & processes for tracking reservations and seat bookings
- Coordinated administration & communication on a daily basis

ADDITIONAL SKILLS

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- Experience working with Agile methodologies
 - Proficient in Adobe Creative Suite, Microsoft Office, Google Docs, Asana, Slack, Teams, Figma
 - Experience using ERPs (Oracle, SAP)
 - Instructional Skill Workshop
 - Fluent in French/English

EDUCATION

○	Web Development Bootcamp	Lighthouse Labs, Vancouver, BC	2020
○	Digital Marketing & Social Media	British Columbia Institute of Technology	2019
○	Web Technologies	British Columbia Institute of Technology	2013
○	Business Diploma	Ecole Supérieure de Commerce, Switzerland	2002