

Michael Tarkington

Education:

12/20/13 University of California, Berkeley Berkeley, CA

- B.A. degree in Political Science
- Earned competitive academic scholarships for leadership and public policy
- Volunteered as an English, Political Science, and American History tutor at the City College of San Francisco
- Participated in a variety of community service projects as a member of the Alpha Gamma Sigma Honors Society

Technical Skills: Proficient-highly skilled with: Salesforce, Google Analytics, Photoshop, Axure RP, ADP, Peoplesoft, Microsoft Office Suite, Wordpress, Windows OS, Apple OS and more, with basic HTML/CSS skill

Experience:

10/16/15 – current GitHub San Francisco, CA

Community Manager / Customer Support

- Review and respond to customer and prospective partner emails for the Education division
- Manage operations for CRM and communications best practices to ensure program efficiency

3/10/14 – current Digital Citizen (digiciti.org) San Francisco, CA

Founder (self-employed)

- Invented concept and created user experience (UX) prototypes for a niche political social networking website
- Performed research for strategic planning in a wide range of key project areas, including political science, marketing, business, fundraising, and legal matters
- Produced marketing and informational videos, web content, and a scholarly document introducing the project

09/10/13 – 12/6/13 C-SPAN Washington, DC

Web Producer Intern in Digital Services/New Media (via academic program)

- Wrote and updated news features for the C-SPAN.org home page
- Researched viability of business partnerships and analyzed effects of social media marketing campaigns
- Audited and proposed improvements to the department's operational procedures

05/31/11 – 7/31/11 San Francisco District Attorney's Office San Francisco, CA

Mediator – Consumer Protection Unit Internship

- Mediated consumer complaints against San Francisco based businesses and landlords
- Created and maintained a claims database by researching and assessing quality of evidence in claims, then sorting them by importance for strengthening the prosecution
- Assessed and discussed legal aspects of cases through direct communications with consumers, businesses, fellow mediators, investigators, and attorneys

02/01/07 – 08/15/10 Telecom, Inc. San Francisco, CA

Director of Training & Quality Assurance (promoted from Project Manager)

- Organized and facilitated training sessions, monitored and coached employees, provided current events updates and company policy info, while developing effective sales and customer service strategies
- Designed, distributed, and maintained all project training documentation and presentations on a timely basis
- Developed basic HR infrastructure with technological and procedural operations solutions for the CEO

Project Manager (promoted from Customer Service Representative)

- Recruited and managed 20 contact center customer service and sales representatives
- Managed client relationships, developing sales and customer service strategies to meet their goals
- Used databases and reporting tools to design and submit analytical productivity reports to clients

02/21/00- 02/05/05 Macy's West, Union Square San Francisco, CA

Group Sales Manager (promoted from HR Assistant)

- Hired, trained, and managed a staff of 33 Sales Associates resulting in a profitable department
- Motivated staff to exceed sales and service goals in a fast-paced and competitive environment

HR Assistant / Training Specialist (promoted from Sales Specialist)

- Advised employees on company policy, culture, and compensation for the third largest department store worldwide
- Designed new training manuals, presentations, and was editor/writer of a weekly storewide newsletter
- Conducted large scale executive training classes in topics such as conflict resolution and management skills