



ERIN COBBINS

Client Engagement Manager



913-285-4900



erin.cobbins@outlook.com



Kansas City, Missouri

EDUCATION

Certificate of Completion

I.C. Stars
2023 - 2024

Pursuing Bachelor's in Health Information Management

Western Governors University
2018 - 2023

Scrum Foundations

Scrum Alliance
2023

Master Herbalist Diploma

Center of Excellence
2022

SKILLS

HTML

CSS

JavaScript

SQL

Python

Scrum

Node.js

Microsoft Office Suite

Adobe Creative Cloud

My TaxPrep Office

Installing and Utilizing POS
System Software

Project Management

Data Analytics

LANGUAGE

English

Experience

- I.C. Stars | Kansas City, Missouri
September 2023- Present
Client Engagement Manager

An immersive, technology-based leadership development program, as the Client Engagement Manager for my group D.I.M.E.S Technology Solutions, our team successfully delivered a comprehensive RFP response project. This project involved conceptualizing and developing a web-based application for a prominent global client. Utilizing our expertise in Visual Studio, HTML, CSS, JavaScript, and SQL, we crafted a robust solution that not only met but exceeded the client's requirements.

- Doc's & Stuff LLC | Kansas City, Missouri
2017 - 2023
Chief Operating Officer

Dynamic and results-driven Chief Executive Officer with a proven track record of driving operational excellence and ensuring regulatory compliance within the tax preparation and document services industry. A strategic leader with a focus on cultivating enduring client relationships through effective communication and providing comprehensive planning, advice, and guidance. Demonstrated expertise in leadership, employee management, and overseeing tax audits.

- Spearheaded initiatives resulted in securing over \$10.5 million in customer refunds over a three-year period, contributing to a company profit of \$1.125 million.
- Directed the design of compelling marketing materials to enhance brand visibility and attract new clientele.
- Identified and implemented cost-saving opportunities, contributing to overall financial efficiency.
- Led the conceptualization and design of the company website, ensuring alignment with the brand image and effective communication of services.
- Facilitated the seamless establishment of Limited Liability Companies (LLCs) for clients.

Managed the acquisition of business licenses, ensuring full legal compliance.

- Hidden Treasures Boutique & Spa | Kansas City, Missouri
2020 - 2023
General Manager

Results-driven and accomplished General Manager with extensive experience overseeing the operations of a boutique and spa. Proven leadership in creating a luxurious and welcoming environment while driving business growth. Adept at managing staff, optimizing customer experiences, and ensuring the highest standards of service. Skilled in financial management, sales strategies, and maintaining regulatory compliance.

- Oversee day-to-day operations of the boutique and spa.
- Recruited, trained, and managed a high-performing team.
- Conducted regular performance assessments and provided constructive feedback.
- Monitored and analyzed sales performance, implementing improvements.
- Planned and coordinated special events and promotions.

Reference

Furnished upon request