

## Experience

### Customer Success Specialist, IFS Core

2018 to August 2019

- ❖ Maintained a responsive help desk system via both email and phone using Zendesk. Assisted business partners with client setup and product training. Reported software bugs & enhancements using Jira. Assisted in software testing & QA for Product Development. Contributed to software release planning discussions. Provided On-Call support off-hours. Programmed office phones & managed Fidelity setup.

*Skills: Product knowledge, Customer Management, Software Testing & QA, Training, Client & Infrastructure Support, Release & Sprint Testing*

### Campaign Design Specialist, Constant Contact

2014 to 2017

- ❖ Developed and delivered branded, specialized, mobile-friendly email marketing templates for small businesses. Anticipated marketing needs and provided useful, related design elements. Designed email marketing campaigns compliant with all major email clients, including Outlook and Webmail. Utilized marketing data to cross-promote other internal design products, with a focus on both sales metrics and customer success.

*Skills: HTML and CSS, Photoshop & other image editors, Mobile Template Design, Color Theory, Social Media, Marketing*

### Customer Engagement Specialist, Constant Contact

2013 to 2014

- ❖ Trained small business owners in the use of successful marketing strategies. Provided consultation regarding implementation of marketing software. Analyzed T1 issues with UI and related software. Monitored trends and provided tracking for persistent issues.

*Skills: Contact Management Software, Interpersonal Skills, HTML, CSS, CRM, Marketing, Social Media Engagement, Data Management, Legacy Email & Directory Systems*

### Head of Member Accessibility, Otakon

2013 to 2017

- ❖ Created and implemented an ADA-compliant policy across the entire organization, covering 35,000 attendees. Recruited talent to build a fully staffed and responsive team. Ensured a quality experience for Make-A-Wish V.I.P.s. Created sensitivity training briefs on M.A. material for other member-facing teams.

*Skills: Ability to work effectively in a high stress environment; Empathetic and confidential handling of sensitive issues; Planning and Implementation; Knowledge of ADA, Crowd Management, and HIPAA*

### Support Agent, Universal Care Technician & Trainer, Verizon Wireless

2005 to 2013

- ❖ Provided immediate and thorough troubleshooting of mobile devices and billing support for customers in both retail and call center branches. Developed and administered a series of 90 minute device trainings for customers that were implemented at other Verizon store locations.

*Skills: Conflict Resolution & De-Escalation Strategies, Developing Training Materials, Commitment to Customer Satisfaction, Knowledge of major mobile OS platforms, Billing, Public Speaking*

## Education

### Middlesex Community College, Bedford MA

- ❖ Associate of Science, Business Administration: Completed 52 credits toward degree

### University of Maryland Baltimore County, Catonsville MD

- ❖ Interdisciplinary Studies in Business Management & Literature: Completed 68 credits toward degree