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Redeem Technology | Remote | June 2021 - November 2022

Partner Integrations Manager

- Exceeded revenue goals by 30% through the implementation and development of Customer Success processes (onboarding, adoption, renewals, upsells, retention)
- Managed an international Customer Success team, driving a 25% increase in distribution partnerships.
- Partnered with Sales to deliver content and training to clients for use with connectivity partners to increase market visibility.
- Created a documentation process on troubleshooting issues for the support team.
- Provided strategic direction and management for Hubspot CRM utilization across the company.

Amazon Logistics | San Francisco, CA | July 2020 - April 2021

Delivery Station Operations Manager

- Created dashboards utilized for KPIs, task management and training of 50 employees, which led to a 10% decrease of employee turnover.
- Project Manager: Onsite Covid-19 Testing, Seasonal Employee Recruitment.

Grand Circle Travel | Northern California | January 2020 - March 2020

Account Manager

- Prospected accounts via established and novel lead generation channels to manage sales of international travel packages.
- Developed presentation materials, collected/evaluated feedback, and hosted large group interactive presentations, leading to 10% more bookings.

Incredible Adventures | San Francisco, CA | January 2017 - March 2019

Senior Operations Manager

- Sourced and onboarded vendors, leading to a 10% cost reduction and 30% increased availability on established itineraries.
- KPI management for employees, leading to a 40% increase in customer feedback scores and 15% increase in seasonal employee retention.
- Overhauled the recruitment process, reducing onboarding time by 50%, costs by 10%, and exceeded hiring quota by 25%.
- Coordinated social media marketing campaigns which increased sales 10%.

American Adventures | Wharton, NJ | March 2014 - January 2017

Operations Manager

- Developed a training program for seasonal employees, leading to a 10% increase of employee satisfaction and 15% increase on customer feedback surveys YoY.
- Hired, trained, and managed a team of 20 driver guides/year and achieved the highest customer feedback score for employee teams each year.

- Supported more than 100 employees in the east coast region with daily meetings and on-call 24/7 incident management responsibilities.

American Adventures | Santa Rosa, CA | June 2011 - March 2014

Tour Manager

- Created itineraries and guided travelers on multi-week outdoor adventure tours throughout North America, consistently achieved feedback in the top 5%.

Education

Graduated 2008 from The University of Pittsburgh, Bachelor of Science in Natural Sciences

Tools and Certifications

Atlassian (Confluence, JIRA)

MS Office

Google Workspace

HubSpot CRM Strategy & Management

LinkedIn Learning: CSM Fundamentals (2022)

Codecademy: Intro to HTML (2022) Intro to CSS (2022)

Community Involvement

Uncommon Law Volunteer, June 2020 - present

- Writing letters during volunteer sessions to engage in positive reinforcement for nonviolent prison inmates.

Varsity Gay League Dodgeball Captain and Referee, January 2018 - present

- Manage team roster and schedule, assist with league administration and enforce rules during games.

Volunteer with San Francisco Marin Food Bank, June 2018 - present

- Deliver groceries to seniors.

Host for International Student Tour Groups, June 2019 - June 2021

- Provide historical walking tours for student tour groups from the London Business School.

High School Lacrosse Coach, October 2014 - May 2016

- Coached the defense at Brother Martin High School in New Orleans.