

Renee Ellis

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PROFILE

Highly dedicated, energetic, and positive professional with over 10 years of executive-level customer service experience, specializing in onboarding, training, and project management. Proven expertise in leading onboarding processes, developing workflows, and enhancing customer experiences. Adept at leveraging analytical skills to identify process improvements and drive customer satisfaction. Passionate about delivering world-class service and fostering strong relationships with clients.

SKILLS & PROFICIENCIES

- **Onboarding & Training:** Employee onboarding, process development, training program creation
- **Project Management:** Project coordination, team leadership, workflow optimization
- **Customer Service:** Exceptional interpersonal skills, relationship development
- **Analytical Skills:** Data analysis, metrics interpretation, process improvement
- **Technical Skills:** MS Office Suite, Zendesk, Shopify, ReAMAZE, Slack, other CRMs
- **Communication:** Excellent written and verbal communication, public speaking, presentation skills
- **Community Management:** Moderation, content creation, user engagement
- **Writing & Editing:** Transcribing, proofreading, content development
- **Social Media:** Proficiency in managing and engaging with communities on various platforms

PROFESSIONAL EXPERIENCE

[Nov 2021 – May 2023] *ModSquad* Sacramento, California

Project Lead (Retail), Engagement Moderator, Content Moderator, & Chat Moderator

- Led the onboarding process for new team members, ensuring a seamless integration and understanding of company processes and tools.
- Directed users through diverse support requests and assisted Tier 1 & Tier 2 teams through email ticketing.
- Monitored and engaged in conversations ensuring brand protection and audience safety.
- Reviewed message boards and comments' content, escalating critical issues.
- Crafted engaging content for community interactions and social media platforms.
- Conducted user acceptance testing for new community engagement tools and platforms.

[Aug 2013 – Dec 2021] *East Coast Construction Cleanup, Corp* Hardeeville, South Carolina

Accounts Payable Specialist

- Created and managed onboarding materials and sessions for new employees, ensuring seamless transitions and comprehensive understanding of processes.
- Scheduled appointments and meetings with high-profile clients.
- Researched and resolved payment discrepancies and fraud protection.
- Implemented automated invoicing systems to streamline accounting processes.

[Jul 2015 – Nov 2017] *AHJ Regional Library*

Allendale, South Carolina

Information Systems Analyst

- Conducted onboarding and training for staff on new technologies and systems, improving overall operational efficiency.
- Maintained network infrastructure for a five-branch library system.
- Procured technology equipment and sustained relationships with tech vendors.
- Developed and implemented technical solutions to improve system performance.

[Oct 2010 – Jul 2015] *Hardeeville Community Library*

Hardeeville, South Carolina

Branch Manager

- Led the onboarding process for new hires, ensuring a thorough understanding of library operations and customer service standards.
- Provided information services and developed programming for local communities.
- Managed library staff and taught specialized classes to children.
- Fostered community engagement through events and outreach initiatives.

[Jun 2008 – Oct 2010] *Independent Contractor*

Savannah, Georgia

Medical Transcriber/Managing Editor

- Provided accurate transcription services, utilizing voice recognition software.
- Edited and managed content to ensure clarity and accuracy.
- Developed strong attention to detail and technical writing skills.

[Sep 2006 – Dec 2008] *Comcast*

Alpharetta, Georgia

Customer Accounts Executive – Technical Support

- Provided a wide range of technical support for internet (browsers, firewalls, virus protection, computers, routers and email), cable, and phone/EMTA (VoIP) services.
- Simplified complex technical content to improve user understanding and satisfaction.
- Implemented customer feedback to enhance support services.

[Mar 2006 – Oct 2006] *DeVry University*

Atlanta, Georgia

IT Lab Manager

- Provided technical support and training to students and faculty.
- Managed lab operations, ensuring equipment functionality and availability.
- Developed instructional materials to aid in user training and technical education.

[Aug 2003 – Oct 2006] *SANDZ Entertainment & Information Resource*

Norcross, Georgia

Managing Editor & Journalist

- Edited and proofread newsletters, booklets, flyers, manuscripts, and articles for publication.
- Developed engaging content tailored to diverse audiences.
- Led a team of writers and editors, providing guidance and feedback to ensure high-quality output.

EDUCATION

DeVry University

Atlanta, GA

Bachelor of Science in Computer Information Systems – Magna Cum Laude

- Graduation: Oct 2006
- GPA: 3.8/4.0
- Upsilon Pi Epsilon (Honor Society)