

Work History:

InMoment Inc.

Application Specialist/Technical Success Manager: Sep. 2017 - Jun. 2020

- Build customer experience surveys and customized reporting solutions using the proprietary application for clients
- Implement and QA the proprietary application for clients
- Interpret customer experience data
- Advise clients on technical challenges as they arise
- Suggest new improvements for clients to enhance their CX program
- Subject Matter Expert for embedded web surveys
 - Involved with new client implementations, product enhancements, and product QA

Bill Good Marketing

Seminar Coordinator/Data Conversion Specialist: Mar 2014 - Aug. 2016

- Organize and execute monthly client training seminars.
- New client onboarding
 - Exporting data from a variety of CRM software
 - Format, organize and import data into our proprietary CRM software
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Marketing Consultant: Sep. 2010 – April 2015

- Business Consulting
 - Coached financial advisors in various best practices including:
 - Hiring
 - Organizing and implementing effective work flow
 - Marketing strategies: seminar, direct mail, cold calling, CRM Marketing, etc.
 - CRM data management
- Writing: created numerous pieces of marketing material

Metals USA

Inside Sales: May 2007-Jan. 2010

- Inventory management
 - Order processing: Received recorded and executed client orders.
 - Maintained company vehicle, either personally or scheduled with professionals.

Qwest Communications

Customer Service Associate: Oct. 2006- Apr. 2007

- Inbound sales, customer service and billing calls.

Quest Staffing Services

Employment Coordinator / Account Manager: Sept. 2004-Sept. 2006

- Human Resources
 - Staffing: Worked with clients to fulfill staffing needs through recruiting and dispatching temporary employees
 - Onboarding: Communicated with employees regarding job requirements, expectations, and policies
 - Employee Relations: Investigations into policy violations.
 - Offsite supervisor of hundreds of employees
 - Payroll:
 - Maintained garnishment records
 - Managed unemployment claims through record keeping and defending the company's position in arbitration.

Skills:

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|--------------|------------------|------------------------|
| ○ HTML | ○ Mongo | ○ Able to speak, read, |
| ○ CSS | ○ React.js | and write Spanish |
| ○ JavaScript | ○ Full Stack web | ○ Computer literate, |
| ○ JQuery | Development | Microsoft Office Suite |
| ○ Node.js | ○ Github | ○ Adobe Photoshop |
| ○ SQL | ○ Heroku | ○ Adobe Illustrator |

Education:

Utah Valley University: Bachelor's Degree, Marketing

Apr 2013

Associate's Degree in Business Management

Apr 2011

University of Utah: Utah Coding Bootcamp

Aug 2020