

Customer Success Manager/Implementation Customer Success Manager/Implementation Training, Project Management, Advising, Events & Customer Success Provo, UT Languages: - Spanish - English Network Leadership: BYU Management Society | Young Professionals Team Lead - Organizing Company Visit Events for Young Professionals - Seminars/Workshops - Leadership Events Skills/Certifications: - Project Management Tools Smartsheet, Workfront, Trello, Edmodo, ServiceNow, & Basecamp - Customer Relationship Manager Tool: Salesforce, & Microsoft CRM - Microsoft Office Word, Excel, PowerPoint, Outlook, SharePoint, Skype for Business, & Publisher - Training, Webinars, & Video Conference Software Cisco WebEx, Prezi, GoToMeeting, & Join.me - Adobe Creative Cloud InDesign, Photoshop, Illustrator, & Adobe Analytics - Google Analytics, Docs, Sheets, Slides, Forms, Maps, Hangouts, & Fusion Tables - Social Media Management Facebook, Twitter, LinkedIn, Youtube, & Pinterest - Online Survey & Email Marketing Tools Qualtrics & Mailchimp Authorized to work in the US for any employer Work Experience Customer Success Manager/Implementation Jolt Software - Lehi, UT December 2017 to Present Provide training and consulting solutions for operations and task management software to 300+ customers from education, restaurant, and entertainment industries in English and Spanish Lead effort to translate Jolt Software into Spanish Cultivate and sustain positive customer relationships at all levels with existing clientele Engage with customers to ensure they are leveraging Jolt platform resources and achieving success Identify new opportunities, and collaborate with sales teams to ensure growth attainment IT Project Manager - Asset Management The Church of Jesus Christ of Latter-day Saints - Riverton, UT August 2015 to December 2017 Managed all asset management projects and act as a liaison for 14 international areas and other Church teams and partners Provided virtual and onsite training in English and Spanish on IT services to customers worldwide Managed a training resource website to assist over 200 representatives and partners Directed effort to create a team onboarding site which accelerates orientation process by 75% Developed dashboards, road maps, and reports in software tools to provide greater insight into project progression and strengthen strategic business decisions Student Events Director BYU-Idaho Pathway - Rexburg, ID April 2014 to July 2015 Effectively coordinated over 30 conferences &

networking events for students, faculty, and members    Led and managed a team of over 75 event volunteers in recruiting, planning, implementing, and organizing events and conferences    Initiated effort to live stream professional networking event "Power to Become (P2B) Conference" for the first time to Pathway students worldwide    Conducted fund raising campaign "Student Legacy Endowment", exceeding \$10,000 in donations to benefit students in financial need

**Project Management/Academic Advisor Team Lead** BYU-Idaho Pathway - Rexburg, ID January 2013 to July 2015    Defined project processes and tools to deliver excellent service to 11,000+ students and volunteers    Created online surveys for customers' feedback, increasing customer experience and service by 30%    Advised over 9,000 local and international Pathway students on career options and educational goals    Conducted group and individual mentoring sessions based on organizational needs to 55+ employees

**Education Master's in Business Administration, Emphasis in Technology Management** Utah Valley University - Lehi, UT Present

**Bachelor's in Communication And Business** Brigham Young University-Idaho - Rexburg, ID July 2015

**Skills Leadership Training** (1 year), Excel (4 years), Onboarding (2 years), Training (4 years), Project Management (2 years), Powerpoint (5 years), Word (6 years), Public Speaking (2 years), publisher (5 years), Event Management (3 years), Advising (3 years), Google Docs (5 years), Google Analytics (Less than 1 year), Webex (3 years), Problem Resolution (4 years), Spanish Translation (2 years), Blog Management (2 years), Social Media Management (3 years), Salesforce (2 years), CRM (3 years), Sharepoint (3 years), Skype for Business (2 years), Customer Service Skills (4 years), Customer Success (2 years), Qualtrics (3 years), join.me (3 years), Zoom (1 year), Customer Service (4 years), Critical Thinking (4 years) Links <http://www.linkedin.com/in/dlspirit88>

**Assessments**

**Customer Focus & Orientation**    Highly Proficient July 2019 Responding to customer situations with sensitivity. Full results: [https://share.indeedassessments.com/share\\_assignment/yc2ae4bvwb7o742](https://share.indeedassessments.com/share_assignment/yc2ae4bvwb7o742)

**Management & Leadership Skills: Impact & Influence**    Proficient July 2019 Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal. Full results: [https://share.indeedassessments.com/share\\_assignment/ir8d34bb1mgnb03p](https://share.indeedassessments.com/share_assignment/ir8d34bb1mgnb03p)

**Management & Leadership Skills: Planning & Execution**    Proficient July 2019 Measures a candidate's ability to

effectively plan and manage resources to accomplish organizational goals. Full results: [https://share.indeedassessments.com/share\\_assignment/nhuxxn5r9bojyjs](https://share.indeedassessments.com/share_assignment/nhuxxn5r9bojyjs) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Brandy Garcia

Email: zbeltran@example.net

Phone: 618-686-9808x0560