

# Anna Corinna Schares

San Francisco, California  
415-233-3548  
ac.schares@gmail.com

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## University of Applied Sciences FH Wien WKW- Vienna, Austria

*Business Management (Tourism concentration)*

2015 - 2016

## University of California, Davis

*Political Science*

2007- 2011

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### Work Experience

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## Glassdoor, Mill Valley, CA

09.2016 – Current

*Client QA Analyst*

- Validate that user expectations are achieved during the testing process.
- Initiate, monitor, and follow-up for resolution of outstanding Bug/Issues
- Act as a liaison between Finance, Engineers, Sales and Project Managers
- Perform regular quality audits and tests on all implemented products to ensure compliance with customer expectations
- Recognize, document and escalate trending patterns to increase efficiencies and scalability
- Identify product enhancements to assist with automation
- Use data to identify areas for process improvement between the Sales and Customer Success teams

## Glassdoor, Mill Valley, CA

*Content & Community Intern*

06.2016 – 09/2016

- In charge of various seeding projects – Website moderation (German & English)
- Content Moderation: Managing German, English User Generated Content
- Creating key company's profile and managing Glassdoor's database
- International Support: Supporting the launch of Glassdoor internationally - Translating and adapting content to new markets

## The Ritz-Carlton Hotel, Vienna, Austria

*Guest Service Representative*

06.2015 – 11.2015

- Providing high class professional guest service and fulfilling personalized requests
- Providing information and selling hotel services and offers
- Responding and taking action on guest complaints and problems
- Coordinating guest service staff
- Appraising team performance and optimizing results by implementing daily control schedules

## Four Seasons Hotel, Westlake Village, California

*Guest Service Representative*

01.2015 – 05.2015

- Reviewing arrivals and departures and assigning rooms
- Coordinating housekeeping
- Providing information and selling hotel services and offers
- Responding and taking action on guest complaints and problems

**Park Inn by Radisson, Linz, Austria***Sales & Marketing Manager**01.2014-09.2014*

- Achieving monthly budget goals and establishing new business targets
- Building, maintaining and managing account relationships through interaction and advocacy
- Utilizing CRM systems such as Salesforce to qualify new prospects
- Tracking sales performance
- Identifying marketing opportunities by identifying consumer requirements
- Forecasting projected business
- Establishing targeted market share

**Wing Med Inc., Santa Barbara, California***Sales Coordinator**09.2011 – 11.2013*

- Providing support to sales managers
- Generating sales presentations and marketing collateral
- Driving new sales leads and meeting set sales goals and targets
- Analyzing KPI metrics
- Uncovering opportunities with existing clients and future prospects
- Maintaining sales records

**California Democratic Party, Santa Barbara, California***Campaign Assistant**08.2010 – 11.2010*

- Secretarial and administrative duties
- Responding to enquiries from constituents, other politicians and the media
- Utilizing CRM systems to track potential donors and sponsors
- Assisting with campaign events
- Helping draft amendments for reports and preparing briefing material

**Santa Barbara Mayoral Campaign, Santa Barbara, California***Campaign Assistant**08.2009 – 11.2009*

- Secretarial duties and responding to enquiries
- Responding to enquiries from constituents, other politicians and the media
- Utilizing CRM systems to track potential donors and sponsors
- Assisting with campaign events
- Researching local issues as required, ensuring the politician is made aware of any relevant matters
- Writing press releases, newsletters and mailshots and updating websites

*Skills & Languages*

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<b>Excel</b>	<i>Intermediate</i>	<b>English</b>	<i>Native/Fluent</i>
<b>Salesforce</b>	<i>Intermediate</i>	<b>German</b>	<i>Native/Fluent</i>
<b>Tableau</b>	<i>Fundamental</i>		
<b>SQL</b>	<i>Fundamental</i>		