

# ALEX DONOVAN

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## WORK EXPERIENCE

**Maritz** (acquired by **InMoment** June 21) St. Louis, Missouri | **Senior Application Specialist** (April 2022 - Present)

- Facilitate weekly client status meetings and daily coordination of work between groups/departments.
- Implement advanced and custom technical solutions designed to showcase CX solutions.
- Find/create new autonomy to streamline work production.
- Help train and onboard new members to the team/department/organization.
- Remote work – ability to operate and coordinate with co-workers/clients internationally.

**Maritz** (acquired by **InMoment** Jun21) St. Louis, Missouri | **Application Specialist** (February 2019 - April 2022)

- Implemented technical solutions e.g. configured surveys, dashboards, reports etc.
- Supported customers configure CX programs
  - Worked closely with the company's largest account in the Financial Services sector
- Conducted quality reviews for implementation deliverables
- Transformed raw data into summarized reports/dashboards

**Ansira** St. Louis, Missouri | **Senior Account Representative** (October 2015 - January 2019)

- Supported multiple OEM brands reviewing local and national advertising for co-op/compliance
- Team leader of multiple accounts
  - Completed monthly reporting of metrics and fund utilization
  - Helped coordinate Co-op website and Co-op guideline updates
- Participated in daily communication and weekly client status meetings

**Rapp NY** New York, New York | **Project Management Intern** (summer 2014)

- Worked as a project manager on the Start-Up NY campaign.
- Helped coordinate the development of a new website.
- Worked with a team to develop a mobile application.

## EDUCATION

**CareerFoundry**, Berlin, Germany (Remote)

*Certificate in UX Design*; April 2024

- Related Coursework: Wireframing, Prototypes, User Personas, User Research

**Murray State University**, Murray, Kentucky

*Bachelor of Science, Public Relations*; May 2015

- Advertising Minor
- Related Coursework: Marketing, Graphics Communication, Journalism

## KEY SKILLS

### Technical

- Experience using Figma and other design tools.
- Experience using project management/tracking programs and logic-based workflow systems
- Data analysis/data management
- Critical thinking and problem solving

### Leadership

- Experience operating as a daily account manager and leader for multiple accounts simultaneously
- Project management and team leadership skills
- Able to coordinate and host group meetings and conversations/discussions

### Communication

- Easily build relationships within a group to increase productivity
- Confident public speaker and strong written communication skills