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a diverse, inclusive team and culture. We are proud to be an Equal Employment Opportunity company. We value diversity, equity, and inclusion. We do not discriminate based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

Alexis Lindsay
Jacksonville Metro Areas, FL
904.385.0429
alexislindsay@yahoo.com

PROFILE
A multi-faceted business professional with experiences in logistics, software programming, and leading technical and project teams. Talented at utilizing operational rigor, effective communication, and relationship building in all stakeholder interactions to achieve desired outcomes. Skilled at identifying opportunities and developing innovative solutions to improve operations and increase productivity. Passionate dendrophile and floral photography enthusiast.

EXPERIENCE
Acadly, Inc. 2013 San Francisco, CA
Customer Success Manager, 2022-2023
EQ: cultivating empathy, growth mindset, coachability, overcoming rejection, time management, prioritization
CS workflow: the customer journey; human-centered customer engagement; practical experience with data and tech tools; managing risk and effectively escalating issues; following up with customers and logging activity; creating stories, executive summaries and slide decks for effective EBRs
Tech tools: Loom, Slack, Google Workspace (G Suite), and Hubspot
Commercial Fire 2013 Jacksonville, FL
Premier Affiliate Service Coordinator, 2022 2023
Coordinated and facilitated the delivery of fire prevention and maintenance services to premier account customers and acted as a liaison between affiliate service providers and Commercial Fire clientele
Achieved an 86% on-time completion rate for fire systems; annual and quarterly inspections
Successfully managed a rolling portfolio of fire systems work orders totaling over \$500K
Revature 2013 Tampa, FL
Software Development Associate, 2019 2020
Developed and debugged full-stack software applications individually and collaboratively utilizing technologies such as Oracle SQL, Java, Hibernate, Spring, HTML, JavaScript, and Angular 6
Collaborated with other developers on a social media web-based application focused on creating a Facebook type community for the Software Development staff to connect informally and share ideas
Created, designed, and programmed a web-based expense reimbursement system that provided, assisted, and tracked employee expense reimbursement submissions and approvals
Jacksonville Transportation Authority 2013 Jacksonville, FL
Service Delivery Manager, 2019 2019
Provided leadership and guidance to operations supervisors and bus operators to ensure safe and efficient delivery of transit services while acting as a community liaison throughout the service area
Planned and led community engagement initiatives while networking with several local businesses along key bus routes to improve company public relations
Ensured 100% compliance from contract employees to collective bargaining agreement through team-building and championing employee accountability and best practices
PED Academy 2013 Prague, Czech Republic
English Language Tutor and TEFL Instructor, 2017 2013
2018
Created and presented interactive, challenging, and engaging English language lessons to learners aged 4-15 years old in group sizes ranging from 8-17
Developed an innovative storytelling game for older students, which served to help develop their critical thinking and public speaking skills
Wrote, coordinated, and produced a holiday-themed theatrical performance by students, which allowed them to practice English language skills, public speaking, and performance arts
CSX 2013

Jacksonville, FL\n\nManager of Operations and Data Control, 2014 \u2013
 2017\nCollaborated with internal customers and stakeholders to improve processes,
 document, report, and address line-of-road mechanical incidents, productivity, and
 safety metrics. Provided operations support and guidance to field employees to
 maintain an optimal car and locomotive repair shop and service center
 performance\nCommunicated extensive progress reports to Senior Executive Leadership
 \nPlanned, coordinated, and facilitated line-of-road repair, derailments, and wrecking
 services and managed 1,000+ locomotive repair support calls per month. Coined #1
 responder for timely problem resolution and escalations\nService Center Manager, 2013
 \u2013 2014\nManaged all facets of service center operations and led union employees
 to service and repair locomotive engines and associated parts in compliance with
 government standards and regulations \nMaintained a 100% Service Center safety record
 (over 180 days human factor train accident and injury-free) through diligent
 monitoring and leadership of contract employees\nHelped to develop a safety-first
 employee culture through a focus on operating rule compliance and implemented the
 latest in best practices and quality assurance standards\nCanadian Pacific \u2013
 Minneapolis, MN\n\nCollector, 2012 \u2013 2013\nManaged outstanding accounts and
 generated past-due invoices and collections correspondence \nResolved contractual and
 billing concerns to bring accounts current and investigated unapplied funds from over-
 payments\nSuccessfully kept past due balances, on all accounts, under \$250K
 \nReduced outstanding balances on revolving accounts by 25% through working
 relationships with customer accounts-payable employees\nReduced unapplied funds on
 accounts by 50% through investigative, detailed accounting\nCustomer Service
 Operations Representative, 2005 \u2013 2011\nProvided customer service operations and
 clerical support to internal stakeholders (operations managers, train masters, and
 conductors) and freight transportation service customers. \nPresented database reports,
 validated data, and relayed train movements \nBuilt relationships with and mentored
 15 newly on-boarded staff\nMaintained 100% hazardous material documentation compliance
 through strict adherence to industry best practices and Federal Railroad
 Administration regulations\n\nEDUCATION\n\nM. A. Organizational Leadership,
 Claremont Lincoln University \u2013 Claremont, CA \nM.P.M Project Management,
 Rome Business School \u2013 Rome, Italy\nTEFL Certification, The Language House \u2013
 Prague, Czech Republic \nB. S. Business Administration,
 Metropolitan State University \u2013 St. Paul, MN\n2023\n2023\n2017\n2012\n\n\nBased
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 based on the information you provided. However, I cannot guarantee the exact outcome
 of an application tracking system (ATS) or how it will flag your resume for an
 interview. ATS systems vary in their algorithms and criteria, and multiple factors can
 influence their decisions.\n\nFrom your resume, it appears that you have a diverse
 range of experiences and skills relevant to the Campaign Operations Manager role. You
 have demonstrated experience in ad operations, customer success, software development,

and managerial roles. Additionally, you have showcased proficiency in various tools, technologies, and project management.

Your resume highlights relevant keywords and experiences mentioned in the job description, such as campaign operations, tracking, reporting, API, CPL, CPM, SQL, and more. These keywords can increase the likelihood of your resume being flagged by the ATS for further review by human recruiters.

However, the success of your application will also depend on other factors, such as the number of applicants, the specific qualifications the company is seeking, and how well your resume aligns with the company's values and requirements.

To increase your chances of getting noticed by the ATS and potential employers, consider tailoring your resume to match the keywords and requirements mentioned in the job description. Use specific examples to highlight your accomplishments and skills that directly relate to the Campaign Operations Manager role. It's also important to ensure your resume is well-structured, error-free, and easily scannable by the ATS.

Remember that while ATS systems are used to streamline the hiring process, they are not infallible, and there is always a possibility that some qualified candidates may be overlooked. Therefore, it can be beneficial to network, reach out to recruiters, and explore multiple avenues to increase your visibility and enhance your job search prospects."}], "status": "finished_successfully", "end_turn": true

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Keywords naturally into your resume and ensure they accurately reflect your skills and experiences. Tailor your resume to highlight your strengths and achievements related to these keywords, providing specific examples and quantifiable results wherever possible."]}, "status": "finished_successfully", "end_turn": true, "weight": 1.0, "metadata": {"message_type": null, "model_slug": "text-davinci-002-render-sha", "finish_details": {"type": "stop", "stop": "<|diff_marker|>"}, "timestamp_": "absolute"}, "recipient": "all", "channel": null}, "parent": "aaa22bcc-8d4e-40ba-95b9-857e6f146e0d", "children": ["aaa24f99-a421-4565-98c4-00f53dc4d201"]}, "aaa24f99-a421-4565-98c4-00f53dc4d201": {"id": "aaa24f99-a421-4565-98c4-00f53dc4d201", "message": {"id": "aaa24f99-a421-4565-98c4-00f53dc4d201", "author": {"role": "user", "name": null, "metadata": {}}, "create_time": 1684241427.189331, "update_time": null, "content": {"content_type": "text", "parts": ["what does non smettare mai mean?"]}, "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"timestamp_": "absolute", "message_type": null}, "recipient": "all", "channel": null}, "parent": "0c8e997f-f508-4230-ab24-c1387096bbaf", "children": ["424e3b5e-3dc4-483a-8130-d4cb985563ab"]}, "424e3b5e-3dc4-483a-8130-d4cb985563ab": {"id": "424e3b5e-3dc4-483a-8130-d4cb985563ab", "message": {"id": "424e3b5e-3dc4-483a-8130-d4cb985563ab", "author": {"role": "assistant", "name": null, "metadata": {}}, "create_time": 1684241434.49875, "update_time": null, "content": {"content_type": "text", "parts": [""Non smettare mai" is an Italian phrase that translates to "never give up" or "never stop." It is an encouraging statement that conveys the idea of perseverance, determination, and resilience. It encourages someone to persist in their efforts and not give up, even in the face of challenges or obstacles."]}, "status": "finished_successfully", "end_turn": true, "weight": 1.0, "metadata": {"message_type": null, "model_slug": "text-davinci-002-render-sha", "finish_details": {"type": "stop", "stop": "<|diff_marker|>"}, "timestamp_": "absolute"}, "recipient": "all", "channel": null}, "parent": "aaa24f99-a421-4565-98c4-00f53dc4d201", "children": ["aaa25b49-26d6-499f-91c6-1064866761c8"]}, "aaa25b49-26d6-499f-91c6-1064866761c8": {"id": "aaa25b49-26d6-499f-91c6-1064866761c8", "message": {"id": "aaa25b49-26d6-499f-91c6-1064866761c8", "author": {"role": "user", "name": null, "metadata": {}}, "create_time": 1684241570.535344, "update_time": null, "content": {"content_type": "text", "parts": ["What is the history of the black national anthem?"]}, "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"timestamp_": "absolute", "message_type": null}, "recipient": "all", "channel": null}, "parent": "424e3b5e-3dc4-483a-8130-d4cb985563ab", "children": ["e19a5764-47d2-4b91-90d3-bdda5e20e1a2"]}, "e19a5764-47d2-4b91-90d3-bdda5e20e1a2": {"id": "e19a5764-47d2-4b91-90d3-bdda5e20e1a2", "message": {"id": "e19a5764-47d2-4b91-90d3-bdda5e20e1a2", "author": {"role": "assistant", "name": null, "metadata": {}}, "create_time": 1684241610.970993, "update_time": null, "content": {"content_type": "text", "parts": ["The "Black National Anthem" refers to the song "Lift Every Voice and Sing," which holds significant cultural and historical importance within the African American community. The song was written as a poem by James Weldon Johnson, an American writer and civil rights activist, in 1899. Johnson's brother, John Rosamond Johnson, composed the music for the poem, turning it into a song.\n\n"Lift Every Voice and Sing" was originally performed in 1900 by a group of 500 schoolchildren in Jacksonville, Florida, to commemorate Abraham Lincoln's birthday. Over time, it gained popularity as a powerful expression of resilience, hope, and perseverance within the African American community.\n\nThe song became an integral part of the civil rights movement during the 20th century. It was

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often sung during rallies, protests, and events that advocated for racial equality and justice. The lyrics of the song reflect the struggles faced by African Americans throughout history and emphasize the strength, unity, and determination of the community.

In 1919, the National Association for the Advancement of Colored People (NAACP) adopted "Lift Every Voice and Sing" as its official song. Since then, it has been widely recognized as a symbol of African American pride and resilience.

In recent years, "Lift Every Voice and Sing" has gained increased recognition and exposure, including performances at significant events such as the inauguration of President Barack Obama in 2009. Many consider it a powerful anthem that celebrates the rich cultural heritage and enduring spirit of the African American community.

It's important to note that while "Lift Every Voice and Sing" is often referred to as the "Black National Anthem," it does not hold official national recognition or status in the same way as "The Star-Spangled Banner" does for the United States."]}, "status": "finished_successfully", "end_turn": true

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The Intergovernmental Panel on Climate Change (IPCC), a leading international body of climate scientists, has provided assessments on the potential consequences of global warming. In its reports, the IPCC has highlighted the need to limit global warming to well below 2 degrees Celsius above pre-industrial levels to avoid severe and irreversible impacts.

The Paris Agreement, a global effort to combat climate change, aims to limit global warming to well below 2 degrees Celsius and pursue efforts to limit the temperature increase to 1.5 degrees Celsius. However, achieving these targets requires significant and rapid reductions in greenhouse gas emissions.

The timeframe for catastrophic impacts depends on various factors, including the rate of emissions, the effectiveness of mitigation measures, and the Earth's climate system's response. The severity of the consequences also varies across regions and ecosystems.

It's worth noting that the impacts of global warming are already being felt, and many scientists stress the urgency of taking immediate action to reduce greenhouse gas emissions, transition to renewable

energy sources, and implement adaptation measures to mitigate the potential catastrophic outcomes. The sooner substantial actions are taken, the better the chances of avoiding or minimizing the worst-case scenarios associated with global warming."}], "status": "finished_successfully", "end_turn": true, "weight": 1.0, "metadata": {"message_type": null, "model_slug": "text-davinci-002-render-sha", "finish_details": {"type": "stop", "stop": "<|diff_marker|>"}, "timestamp_": "absolute"}, "recipient": "all", "channel": null, "parent": "aaa2d36a-5a64-41c1-a817-75870f7e48fb", "children": []}, "moderation_results": [], "current_node": "79433f23-fb4c-4ce1-ad7a-2effa2ef14e9", "plugin_ids": null, "conversation_id": "b2a50df2-b0f3-43da-8550-7b4542d237db", "conversation_template_id": null, "gizmo_id": null, "is_archived": false, "safe_urls": [], "default_model_slug": null, "conversation_origin": null, "voice": null, "async_status": null, "id": "b2a50df2-b0f3-43da-8550-7b4542d237db", {"title": "Optimal Cannabis Milk Infusion", "create_time": 1683538944.61818, "update_time": 1683538970.0, "mapping": {"2ce2524c-8f73-43b0-9bc7-b898b477d712": {"id": "2ce2524c-8f73-43b0-9bc7-b898b477d712", "message": {"id": "2ce2524c-8f73-43b0-9bc7-b898b477d712", "author": {"role": "system", "name": null, "metadata": {}}, "create_time": 1683538944.619181, "update_time": null, "content": {"content_type": "text", "parts": [""], "status": "finished_successfully", "end_turn": true, "weight": 1.0, "metadata": {"is_visually_hidden_from_conversation": true}, "recipient": "all", "channel": null, "parent": "aaa12bf6-78a9-41f2-9968-28fc3d176564", "children": ["aaa25411-cf95-4769-9317-6026e311c0d9"]}, "aaa12bf6-78a9-41f2-9968-28fc3d176564": {"id": "aaa12bf6-78a9-41f2-9968-28fc3d176564", "message": null, "parent": null, "children": ["2ce2524c-8f73-43b0-9bc7-b898b477d712"]}, "aaa25411-cf95-4769-9317-6026e311c0d9": {"id": "aaa25411-cf95-4769-9317-6026e311c0d9", "message": {"id": "aaa25411-cf95-4769-9317-6026e311c0d9", "author": {"role": "user", "name": null, "metadata": {}}, "create_time": 1683538944.619596, "update_time": null, "content": {"content_type": "text", "parts": ["what's the optimal temperature to infuse milk with cannabis? "], "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"timestamp_": "absolute", "message_type": null}, "recipient": "all", "channel": null, "parent": "2ce2524c-8f73-43b0-9bc7-b898b477d712", "children": ["3860e6d6-7575-4aa1-8ccd-6b23ec40cb07"]}, "3860e6d6-7575-4aa1-8ccd-6b23ec40cb07": {"id": "3860e6d6-7575-4aa1-8ccd-6b23ec40cb07", "message": {"id": "3860e6d6-7575-4aa1-8ccd-6b23ec40cb07", "author": {"role": "assistant", "name": null, "metadata": {}}, "create_time": 1683538970.213454, "update_time": null, "content": {"content_type": "text", "parts": ["The optimal temperature to infuse milk with cannabis can vary depending on personal preference and the desired effects. Generally, the range of temperatures used for infusing milk with cannabis is between 160\u00b0F (71\u00b0C) and 185\u00b0F (85\u00b0C).\n\nAt temperatures below 160\u00b0F (71\u00b0C), the infusion process may take longer, but it can help preserve the terpenes and volatile compounds in the cannabis, which can contribute to the flavor and aroma. However, lower temperatures may result in a less potent infusion.\n\nOn the other hand, temperatures above 185\u00b0F (85\u00b0C) can expedite the infusion process but may also risk degrading some of the cannabinoids and potentially affecting the flavor.\n\nOne common approach is to heat the milk to around 160\u00b0F (71\u00b0C) and maintain that temperature for an extended period, such as 1 to 2 hours, to allow for effective infusion. This method balances both efficiency and the preservation of desirable compounds.\n\nIt's important to note that when infusing milk with cannabis, you should be cautious not to overheat it, as excessive heat can cause the

```

milk to scorch or curdle, affecting both taste and texture."]], "status":
"finished_successfully", "end_turn": true
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"5c8f33a6-2e5f-42fd-bleb-5bc3b558657f"}]]

```

```

function getConversationMessages(conversation) {
    var messages = [];
    var currentNode = conversation.current_node;
    while (currentNode != null) {
        var node = conversation.mapping[currentNode];
        if (
            node.message &&
            node.message.content &&
            node.message.content.content_type == "text"
            && node.message.content.parts.length > 0 &&
            node.message.content.parts[0].length > 0 &&
            (node.message.author.role !== "system" ||
node.message.metadata.is_user_system_message)
        ) {
            author = node.message.author.role;
            if (author === "assistant") {
                author = "ChatGPT";
            } else if (author === "system" &&
node.message.metadata.is_user_system_message) {
                author = "Custom user info"
            }
            messages.push({ author, text: node.message.content.parts[0] });
        }
        currentNode = node.parent;
    }
    return messages.reverse();
}

```

```

// on load, add messages to the root div
window.onload = function() {
    var root = document.getElementById("root");
    for (var i = 0; i < jsonData.length; i++) {
        var conversation = jsonData[i];
        var messages = getConversationMessages(conversation);
        var div = document.createElement("div");
        div.className = "conversation";
        div.innerHTML = "<h4>" + conversation.title + "</h4>";
    }
}

```



```
        for (var j = 0; j < messages.length; j++) {
            var message = document.createElement("pre");
            message.className = "message";
            message.innerHTML = `
```