

```
merged sections, which caused duplication and confusion in presentation. I'll simplify it to ensure each part is clear, removing redundant areas and organizing it for easier readability, while keeping the focus on your client success, cross-functional collaboration, and problem-solving skills as relevant to the ButterflyMX role. I'll streamline and correct this now."}, {"status": "finished_successfully", "end_turn": false, "weight": 1.0, "metadata": {"citations": [], "content_references": [], "gizmo_id": "g-ORay7nkgA", "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "ccf61ae6-bb18-453e-8c22-693e10859b71", "finish_details": {"type": "stop", "stop_tokens": [200007]}, "is_complete": true, "request_id": "8d8bf6434ba9bacf-MXP", "timestamp": "absolute"}, {"recipient": "all", "channel": null}, {"parent": "ccf61ae6-bb18-453e-8c22-693e10859b71", "children": [{"id": "04491d33-a42a-441e-b0f6-eee89fe938a7"}], [{"id": "04491d33-a42a-441e-b0f6-eee89fe938a7", "message": {"id": "04491d33-a42a-441e-b0f6-eee89fe938a7", "author": {"role": "assistant", "name": null, "metadata": {}}, "create_time": 1729961855.064791, "update_time": null, "content": {"content_type": "code", "language": "unknown", "response_format_name": null, "text": "# Simplify and re-organize the content to avoid duplication and ensure clear structure\n\n# Start a new document to ensure a clean, focused structure\nfrom docx.shared import Pt\n\ndoc = Document()\n\n# Add updated contact information at the top\ndoc.add_heading('Alexis Lindsay', level=1)\n\ncontact_info = {\n    'Phone': '+1 904.385.0429 | Email: alexislindsay@yahoo.com'\n}\n\ndoc.add_paragraph(contact_info)\n\n# Add a refined professional summary that aligns with the Client Success role\nprofessional_summary_text = '\n\nDynamic Client Success Manager and operations professional with over 3 years of experience in customer relationship management and operational excellence. Skilled in managing full client lifecycle from onboarding through ongoing support, with proven strengths in CRM management, data accuracy, client satisfaction, and cross-functional teamwork.\n\nAdept at communicating complex technical information in accessible ways and building strong client relationships.'\n\ndoc.add_heading('Professional Summary', level=2)\n\ndoc.add_paragraph(professional_summary_text)\n\n# Key skills tailored to the ButterflyMX role requirements\ndoc.add_heading('Key Skills', level=2)\n\nkey_skills_text = '\n\nClient Lifecycle Management and Relationship Building\nCustomer Satisfaction and Engagement Strategies\nCRM Systems (Salesforce, Vivaly), Data Entry & Accuracy\nCross-Functional Collaboration and Team Coordination\nProcess Improvement, Operations Management\nMicrosoft Office (Word, Excel, PowerPoint,\nOutlook)\n\n'\n\ndoc.add_paragraph(key_skills_text)\n\n# Adding only the most relevant experience for a clear, role-focused resume\ndoc.add_heading('Relevant Experience', level=2)\n\nAcadly Inc. - Highlighting Customer Success Manager experience\ndoc.add_heading('Customer Success Manager - Acadly Inc., San Francisco, CA (2022 - 2023)', level=3)\n\nacadly_achievements = [\n    'Increased user satisfaction by 20% by managing and deepening impactful client relationships.',\n    'Enhanced data accuracy by 30% through consolidation of interaction data in CRM systems, streamlining client insights and service quality.',\n    'Developed strategic outreach methods, increasing
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qualified leads by 15% and conversion rates by 10% through targeted account mapping
and engagement."\r\n\r\nfor achievement in acadly_achievements:\r\n
doc.add_paragraph(f"\u2022 {achievement}")\r\n\r\n# CSX - Manager of
Operations and Data Control\r\ndoc.add_heading("Manager of Operations and Data
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ncsx_achievements = [\r\n    "Managed 1,000+ monthly repair support calls with a 99.5% on-time repair
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proactive process improvements and team collaboration.",\r\n    "Provided
extensive operational support to field teams, achieving high client satisfaction and
stakeholder engagement."]\r\n\r\nfor achievement in csx_achievements:\r\n
doc.add_paragraph(f"\u2022 {achievement}")\r\n\r\n# Jacksonville
Transportation Authority - Service Delivery Manager\r\ndoc.add_heading("Service
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team-building initiatives and client-first accountability measures."]\r\n\r\nfor
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Language House, Prague (2017)\r\nB.S. Business Administration, Metropolitan State
University (2012)\r\n"""\r\ndoc.add_paragraph(education_text)\r\n\r\n#
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\r\nAdept at communicating complex technical information in accessible ways and
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achievement in jta_achievements:\r\n    doc.add_paragraph(f&quot;;\u2022
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Lifecycle Management and Relationship Building\r\n\u2022 Customer Satisfaction and  
Engagement Strategies\r\n\u2022 CRM Systems (Salesforce, Vitally), Data Entry &  
Accuracy\r\n\u2022 Cross-Functional Collaboration and Team Coordination\r\n\u2022 Process Improvement, Operations Management\r\n\u2022 Microsoft Office (Word, Excel,  
PowerPoint,  
Outlook)\r\n&quot;&quot;&quot;;\r\ndoc.add_paragraph(key_skills_text)\r\n\r\n# Adding  
only the most relevant experience for a clear, role-focused  
resume\r\ndoc.add_heading(&quot;Relevant Experience&quot;; level=2)\r\n\r\n# Acadly  
Inc. - Highlighting Customer Success Manager  
experience\r\ndoc.add_heading(&quot;Customer Success Manager - Acadly Inc., San  
Francisco, CA (2022 - 2023)&quot;; level=3)\r\nacadly_achievements = [\r\n    &quot;Increased user satisfaction by 20% by managing and deepening impactful client  
relationships.&quot;;\r\n    &quot;Enhanced data accuracy by 30% through consolidation  
of interaction data in CRM systems, streamlining client insights and service  
quality.&quot;;\r\n    &quot;Developed strategic outreach methods, increasing  
qualified leads by 15% and conversion rates by 10% through targeted account mapping  
and engagement.&quot;;\r\n]\r\nfor achievement in acadly_achievements:\r\n    doc.add_paragraph(f&quot;\u2022 {achievement}&quot;)\r\n\r\n# CSX - Manager of  
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Control - CSX, Jacksonville, FL (2014 - 2017)&quot;; level=3)\r\ncsx_achievements = [\r\n    &quot;Managed 1,000+ monthly repair support calls with a 99.5% on-time repair  
completion rate, demonstrating responsiveness and accountability.&quot;;\r\n    &quot;Boosted operational efficiency by 20% and reduced incident rates by 15% through  
proactive process improvements and team collaboration.&quot;;\r\n    &quot;Provided  
extensive operational support to field teams, achieving high client satisfaction and  
stakeholder engagement.&quot;;\r\n]\r\nfor achievement in csx_achievements:\r\n    doc.add_paragraph(f&quot;\u2022 {achievement}&quot;)\r\n\r\n# Jacksonville  
Transportation Authority - Service Delivery Manager\r\ndoc.add_heading(&quot;Service  
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focused service.&quot;;\r\n    &quot;Reduced labor disputes by 20% through enhanced  
team-building initiatives and client-first accountability measures.&quot;;\r\n]\r\nfor achievement in jta_achievements:\r\n    doc.add_paragraph(f&quot;\u2022
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(2023)\r\nCustomer Success Fellowship, SV Academy (2022)\r\nTEFL Certification, The
Language House, Prague (2017)\r\nB.S. Business Administration, Metropolitan State
University (2012)\r\n&quot;&quot;&quot;\r\ndoc.add_paragraph(education_text)\r\n\r\n#
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[illegible]

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Alexis Lindsay

Professional Summary
Dynamic Client Success Manager and operations professional with over 3 years of experience in customer relationship management and operational excellence. Skilled in managing full client lifecycle from onboarding through ongoing support, with proven strengths in CRM management, data accuracy, client satisfaction, and cross-functional teamwork. Adept at communicating complex technical information in accessible ways and building strong client relationships.

Key Skills

- Client Lifecycle Management and Relationship Building
- Customer Satisfaction and Engagement Strategies
- CRM Systems (Salesforce, Vitally), Data Entry & Accuracy
- Cross-Functional Collaboration and Team Coordination
- Process Improvement, Operations Management
- Microsoft Office (Word, Excel, PowerPoint, Outlook)

Relevant Experience

Customer Success Manager - Acadly Inc., San Francisco, CA (2022 – 2023)

- Increased user satisfaction by 20% by managing and deepening impactful client relationships.
- Enhanced data accuracy by 30% through consolidation of interaction data in CRM systems, streamlining client insights and service quality.

Service Delivery Manager - Jacksonville Transportation Authority, Jacksonville, FL (2019)

- Led operations to a 96.5% on-time performance rate, fostering strong cross-functional team relations and client-focused service.
- Reduced labor disputes by 20% through enhanced team-building initiatives and client-first accountability measures.
- Developed strategic outreach methods, increasing qualified leads by 15% and conversion rates by 10% through targeted account mapping and engagement.

Manager of Operations and Data Control - CSX, Jacksonville, FL (2014 – 2017)

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Contact Information:
Phone: +1 904.385.0429 | **Email:** alexislindsay@yahoo.com

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Alexis Lindsay

Professional Summary

Key Skills

Relevant Experience

- Customer Success Manager - Aca
- Service Delivery Manager - Jacksonville Transporta
- Manager of Operations and Data Control - CSX, Jack
- Education

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Lindsay\\t\\t\\t\\t\\t\\t\\t\\t\\t\\t\\t\\t\\t\\t\\n\\nPhone: +1 904.385.0429 | Email:
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```

paragraph in doc.paragraphs:\r\n      # Align headings and highlight section titles\r\n
if paragraph.style.name == &#x27;Heading 1&#x27; or paragraph.style.name ==
&#x27;Heading 2&#x27;:\r\n          paragraph.alignment = 1 # Center align major
headings\r\n          run = paragraph.runs[0]\r\n          run.bold = True\r\n
run.font.size = Pt(14)\r\n          \r\n          elif paragraph.style.name == &#x27;Heading
3&#x27;:\r\n          # Job role titles\r\n          paragraph.alignment = 0 # Left-align\r\n
run = paragraph.runs[0]\r\n          run.bold = True\r\n          run.font.size =
Pt(12)\r\n\r\n\r\n# Increase font size slightly for readability on body text\r\nfor
paragraph in doc.paragraphs:\r\n    for run in paragraph.runs:\r\n
run.font.size = Pt(11)\r\n\r\n\r\n# Adding space between sections for better
readability\r\nfor section_title in [&quot;Professional Summary&quot;, &quot;Key
Skills&quot;, &quot;Relevant Experience&quot;, &quot;Education&quot;]:\r\n    for
paragraph in doc.paragraphs:\r\n        if paragraph.text.strip() ==
section_title:\r\n            # Add a line break before the section title\r\n
idx = doc.paragraphs.index(paragraph)\r\n
doc.paragraphs[idx].insert_paragraph_before(&quot;&quot;)\r\n\r\n\r\n# Save the final
resume with enhanced layout and, if possible, logo\r\nfinal_resume_path =
&quot;/mnt/data/Alexis_Lindsay_Tailored_Resume_ButterflyMX_Formatted.docx&quot;:\r\ndoc.
save(final_resume_path)\r\nfinal_resume_path", "status": "finished_successfully",
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-----\nNameError

Traceback (most recent call last)\nCell In[1], line 6\n      3 from docx.oxml import
OxmlElement\n      5 # Reload document to maintain original text but customize layout
and add logo\n----&gt; 6 doc =
Document(&quot;/mnt/data/Alexis_Lindsay_Tailored_Resume_ButterflyMX_Simplified.docx&qu
ot;)\n      8 # Insert ButterflyMX logo at the top if available (For illustration,
assuming path to local logo)\n      9 # Please ensure the logo is present in the
session environment if this were a real implementation\n     10 logo_path =
&quot;/mnt/data/butterflymx_logo.png&quot; # Placeholder path for the logo
image\n\nNameError: name &#x27;Document&#x27; is not defined\n}", "status":
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1729964531.993769, "code": "from docx.shared import Inches\r\nfrom docx.oxml.ns import
qn\r\nfrom docx.oxml import OxmlElement\r\n\r\n# Reload document to maintain original
text but customize layout and add logo\r\ndoc =
Document(&quot;/mnt/data/Alexis_Lindsay_Tailored_Resume_ButterflyMX_Simplified.docx&qu
ot;)\r\n\r\n\r\n# Insert ButterflyMX logo at the top if available (For illustration,
assuming path to local logo)\r\n\r\n# Please ensure the logo is present in the session

```

```

environment if this were a real implementation\r\nlogo_path =
"/mnt/data/butterflymx_logo.png" # Placeholder path for the logo
image\r\ntry:\r\n    doc.add_picture(logo_path, width=Inches(1.5)) # Adding the logo
at a reasonable size\r\n    last_paragraph = doc.paragraphs[-1] \r\n
last_paragraph.alignment = 1 # Center align the logo\r\nexcept FileNotFoundError:\r\n
pass # If the logo is not found, this will skip adding it gracefully\r\n\r\n# Re-
adjust layout styling\r\n# Bold section headings, set alignment and styling\r\nfor
paragraph in doc.paragraphs:\r\n    # Align headings and highlight section titles\r\n
if paragraph.style.name == &#x27;Heading 1&#x27; or paragraph.style.name ==
&#x27;Heading 2&#x27;:\r\n        paragraph.alignment = 1 # Center align major
headings\r\n        run = paragraph.runs[0]\r\n        run.bold = True\r\n
run.font.size = Pt(14)\r\n        \r\n        elif paragraph.style.name == &#x27;Heading
3&#x27;: # Job role titles\r\n            paragraph.alignment = 0 # Left-align\r\n
run = paragraph.runs[0]\r\n            run.bold = True\r\n            run.font.size =
Pt(12)\r\n\r\n# Increase font size slightly for readability on body text\r\nfor
paragraph in doc.paragraphs:\r\n    for run in paragraph.runs:\r\n
run.font.size = Pt(11)\r\n\r\n# Adding space between sections for better
readability\r\nfor section_title in [&quot;Professional Summary&quot;, &quot;Key
Skills&quot;, &quot;Relevant Experience&quot;, &quot;Education&quot;]:\r\n    for
paragraph in doc.paragraphs:\r\n        if paragraph.text.strip() ==
section_title:\r\n            # Add a line break before the section title\r\n
idx = doc.paragraphs.index(paragraph)\r\n
doc.paragraphs[idx].insert_paragraph_before(&quot;&quot;)\r\n\r\n# Save the final
resume with enhanced layout and, if possible, logo\r\nfinal_resume_path =
"/mnt/data/Alexis_Lindsay_Tailored_Resume_ButterflyMX_Formatted.docx" \r\ndoc.
save(final_resume_path)\r\nfinal_resume_path", "end_time": 1729964531.993769,
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----\n", "NameError                                Traceback (most recent call
last)\n", "Cell In[1], line 6\n          3 from docx.oxml import OxmlElement\n          5 #
Reload document to maintain original text but customize layout and add logo\n----&gt;
6 doc =
Document(&quot;/mnt/data/Alexis_Lindsay_Tailored_Resume_ButterflyMX_Simplified.docx&qu
ot;)\n          8 # Insert ButterflyMX logo at the top if available (For illustration,
assuming path to local logo)\n          9 # Please ensure the logo is present in the
session environment if this were a real implementation\n         10 logo_path =
&quot;/mnt/data/butterflymx_logo.png&quot; # Placeholder path for the logo image\n\n",
"NameError: name &#x27;Document&#x27; is not defined\n"], "args": ["name
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-----\u001b[0m", "\u001b[0;31mNameError\u001b[0m
Traceback (most recent call last)", "Cell \u001b[0;32mIn[1], line
6\u001b[0m\n\u001b[1;32m          3\u001b[0m \u001b[0mfrom\u001b[0m \u001b[38;5;28;01mfrom\u001b[39;00m
\u001b[38;5;21;01mdocx\u001b[39;00m\u001b[38;5;21;01m.\u001b[39;00m\u001b[38;5;21;01mo

```

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xml\u001b[39;00m \u001b[38;5;28;01mimport\u001b[39;00m OxmlElement\n\u001b[1;32m
5\u001b[0m \u001b[38;5;66;03m# Reload document to maintain original text but customize
layout and add logo\u001b[39;00m\n\u001b[0;32m---&gt; 6\u001b[0m doc
\u001b[38;5;241m=\u001b[39m
\u001b[43mDocument\u001b[49m(\u001b[38;5;124m"\u001b[39m\u001b[38;5;124m/mnt/data
/Alexis_Lindsay_Tailored_Resume_ButterflyMX_Simplified.docx\u001b[39m\u001b[38;5;124m"
\u001b[39m)\n\u001b[1;32m      8\u001b[0m \u001b[38;5;66;03m# Insert ButterflyMX
logo at the top if available (For illustration, assuming path to local
logo)\u001b[39;00m\n\u001b[1;32m      9\u001b[0m \u001b[38;5;66;03m# Please ensure the
logo is present in the session environment if this were a real
implementation\u001b[39;00m\n\u001b[1;32m     10\u001b[0m logo_path
\u001b[38;5;241m=\u001b[39m
\u001b[38;5;124m"\u001b[39m\u001b[38;5;124m/mnt/data/butterflymx_logo.png\u001b[39m\u001b[38;5;124m"
9\u001b[0m \u001b[38;5;66;03m# Placeholder path for the logo
image\u001b[39;00m\n", "\u001b[0;31mNameError\u001b[0m: name &#x27;Document&#x27; is
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1729964545.545484, "update_time": null, "content": {"content_type": "code", "language":
"unknown", "response_format_name": null, "text": "# Re-import the Document class due
to the previous kernel reset\n\nfrom docx import Document\n\nfrom docx.shared import
Pt, Inches\n\nr\n\n# Load the existing document\n\ndoc =
Document("mnt/data/Alexis_Lindsay_Tailored_Resume_ButterflyMX_Simplified.docx"
ot;)\n\nr\n\n# Placeholder for adding a logo if one were available in the
environment\n\n# Set up enhanced layout by updating the font, alignment, and
structure\n\nr\n\n# Header styling with name and contact info centered\n\nheader =
doc.paragraphs[0]\n\nheader.alignment = 1 # Center alignment\n\nfor run in
header.runs:\n\n    run.font.size = Pt(14)\n\n    run.bold = True\n\nr\n\n# Add a line
under the contact info to visually separate it from the rest\n\nheader_format =
doc.add_paragraph() # Create a new paragraph for line spacing\n\nrun =
header_format.add_run("")\n\nrun.font.size =

```

```

Pt(10)\r\nheader_format.alignment = 1\r\n\r\n# Update Professional Summary
styling\r\nfor paragraph in doc.paragraphs:\r\n    if paragraph.text.strip() ==
"Professional Summary":\r\n        paragraph.runs[0].bold = True\r\n
paragraph.alignment = 1 # Center align the section header\r\n\r\n# Key Skills and
Experience Section Alignment\r\nfor paragraph in doc.paragraphs:\r\n    # Bold and
align headers\r\n    if paragraph.text in ["Professional Summary", "Key
Skills", "Relevant Experience", "Education"]:\r\n
paragraph.alignment = 0 # Left-align for consistency across sections\r\n        for
run in paragraph.runs:\r\n            run.bold = True\r\n\r\n# Save the final
formatted version\r\nformatted_resume_path =
"/mnt/data/Alexis_Lindsay_Tailored_Resume_ButterflyMX_Final_Formatted.docx".\r\n
doc.save(formatted_resume_path)\r\nformatted_resume_path", "status":
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"}, "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata":
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1729964542.8010786, "code": "# Re-import the Document class due to the previous kernel
reset\r\nfrom docx import Document\r\nfrom docx.shared import Pt, Inches\r\n\r\n# Load
the existing document\r\nndoc =
Document("/mnt/data/Alexis_Lindsay_Tailored_Resume_ButterflyMX_Simplified.docx".\r\n
ot);\r\n\r\n# Placeholder for adding a logo if one were available in the
environment\r\n# Set up enhanced layout by updating the font, alignment, and
structure\r\n\r\n# Header styling with name and contact info centered\r\nheader =
doc.paragraphs[0]\r\nheader.alignment = 1 # Center alignment\r\nfor run in
header.runs:\r\n    run.font.size = Pt(14)\r\n    run.bold = True\r\n\r\n# Add a line
under the contact info to visually separate it from the rest\r\nheader_format =
doc.add_paragraph() # Create a new paragraph for line spacing\r\nrun =
header_format.add_run("")\r\nrun.font.size =
Pt(10)\r\nheader_format.alignment = 1\r\n\r\n# Update Professional Summary
styling\r\nfor paragraph in doc.paragraphs:\r\n    if paragraph.text.strip() ==
"Professional Summary":\r\n        paragraph.runs[0].bold = True\r\n
paragraph.alignment = 1 # Center align the section header\r\n\r\n# Key Skills and
Experience Section Alignment\r\nfor paragraph in doc.paragraphs:\r\n    # Bold and
align headers\r\n    if paragraph.text in ["Professional Summary", "Key
Skills", "Relevant Experience", "Education"]:\r\n
paragraph.alignment = 0 # Left-align for consistency across sections\r\n        for
run in paragraph.runs:\r\n            run.bold = True\r\n\r\n# Save the final
formatted version\r\nformatted_resume_path =

```

```

"mnt/data/Alexis_Lindsay_Tailored_Resume_ButterflyMX_Final_Formatted.docx";\
r\ndoc.save(formatted_resume_path)\r\nformatted_resume_path", "end_time":
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}}}], {"msg_type": "status", "parent_header": {"msg_id": "372dfbfc-
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bfb7-6e14941d0ebe", "author": {"role": "assistant", "name": null, "metadata": {}},
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Jacksonville, FL (2014 – 2017)\n\u2022 Managed 1,000+ monthly repair support calls with a 99.5% on-time repair completion rate, demonstrating\nresponsiveness and accountability.\n\u2022 Boosted operational efficiency by 20% and reduced incident rates by 15% through proactive process\nimprovements and team collaboration.\n\u2022 Provided extensive operational support to field teams, achieving high client satisfaction and stakeholder\nengagement.\n\nEducation\nM.A. Organizational Leadership, Claremont Lincoln University (Expected October 2024)\nM.P.M. Project Management, Rome Business School (2023)\nCustomer Success Fellowship, SV Academy (2022)\nTEFL Certification, The Language House, Prague (2017)\nB.S. Business Administration, Metropolitan State University (2012)\n\n\nAlexis Lindsay\n\nProfessional Summary\n\nKey Skills\n\nRelevant Experience\nCustomer Success Manager – Aca\nService Delivery Manager – Jacksonville Transporta\nManager of Operations and Data Control – CSX, Jack\n\n\nEducation\n\n\n", "title": "Alexis_Lindsay_Tailored_Resume_ButterflyMX_Simplified.pdf", "tether_id": null}, "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"command": "context_stuff", "is_visually_hidden_from_conversation": false, "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "037ebc28-9f25-4bd1-9dee-f2866a8502f5", "request_id": "8d8c41e32b370e55-MXP", "timestamp_": "absolute"}, "recipient": "all", "channel": null}, "parent": "037ebc28-9f25-4bd1-9dee-f2866a8502f5", "children": [{"id": "4230e453-8517-4bb5-8f09-06a0dd04a35f"}], "4230e453-8517-4bb5-8f09-06a0dd04a35f": {"id": "4230e453-8517-4bb5-8f09-06a0dd04a35f", "message": {"id": "4230e453-8517-4bb5-8f09-06a0dd04a35f", "author": {"role": "tool", "name": "myfiles_browser", "metadata": {}}, "create_time": 1729964702.530991, "update_time": null, "content": {"content_type": "tether_quote", "url": "file-q3eE5rRXOmFVyMDZUKASzbGs", "domain": "Alexis_Lindsay_Tailored_Resume_ButterflyMX_Simplified.docx", "text": "Alexis Lindsay\n\n\n\n\n\n\nPhone: +1 904.385.0429 | Email: alexislindsay@yahoo.com\n\n\nProfessional Summary\n\n\nDynamic Client Success Manager and operations professional with over 3 years of experience in customer relationship management and operational excellence. Skilled in managing full client lifecycle from onboarding through ongoing support, with proven strengths in CRM management, data accuracy, client satisfaction, and cross-functional teamwork. Adept at communicating complex technical information in accessible ways and building strong client relationships.\n\n\nKey Skills\n\n\n\u2022 Client Lifecycle Management and Relationship Building\n\u2022 Customer Satisfaction and Engagement Strategies\n\u2022 CRM Systems (Salesforce, Vitally), Data Entry & Accuracy\n\u2022 Cross-Functional Collaboration and Team Coordination\n\u2022 Process Improvement, Operations Management\n\u2022 Microsoft Office (Word, Excel, PowerPoint, Outlook)\n\n\nRelevant Experience\n\nCustomer Success Manager – Acadly Inc., San Francisco, CA (2022 – 2023)\n\n\n\u2022 Increased user satisfaction by 20% by managing and deepening impactful client relationships.\n\u2022 Enhanced data accuracy by 30% through consolidation of interaction data in CRM systems, streamlining client insights and service quality.\n\n\nService Delivery Manager – Jacksonville Transportation Authority, Jacksonville, FL (2019)\n\n\n\u2022 Led operations to a 96.5% on-time performance rate, fostering strong cross-functional team relations and client-focused service.\n\u2022 Reduced labor disputes by 20% through enhanced team-building initiatives and client-first accountability measures.\n\u2022 Developed strategic outreach methods, increasing qualified leads by 15% and conversion rates by 10% through targeted account mapping and engagement.\n\n\nManager of Operations and Data Control – CSX, Jacksonville,

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B.S. Business Administration, Metropolitan State University (2012)

Alexis Lindsay

Professional Summary

Key Skills

Relevant Experience

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Service Delivery Manager - Jacksonville Transporta

Manager of Operations and Data Control - CSX, Jacksonville

Education

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Phone: +1 904.385.0429 | Email: alexislindsay@yahoo.com

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2022 Customer Satisfaction and Engagement Strategies

2022 CRM Systems (Salesforce, Vitally), Data Entry & Accuracy

2022 Cross-Functional Collaboration and Team Coordination

2022 Process Improvement, Operations Management

2022 Microsoft Office (Word, Excel, PowerPoint, Outlook)

Relevant Experience

Customer Success Manager - Acadly Inc., San Francisco, CA (2022 - 2023)

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2022 Enhanced data accuracy by 30% through consolidation of interaction data in CRM systems, streamlining client insights and service quality.

Service Delivery Manager - Jacksonville Transportation Authority, Jacksonville, FL (2019)

2022 Led operations to a 96.5% on-time performance rate, fostering strong cross-functional team relations and client-focused service. 2022 Reduced labor disputes by 20% through enhanced team-building initiatives and client-first accountability measures. 2022 Developed strategic outreach methods, increasing qualified leads by 15% and conversion rates by 10% through targeted account mapping and engagement.

Manager of Operations and Data Control - CSX, Jacksonville, FL (2014 - 2017)

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Summary\nDynamic Client Success Manager and operations professional with over 3 years of experience in customer\nrelationship management and operational excellence. Skilled in managing full client lifecycle from onboarding\nthrough ongoing support, with proven strengths in CRMmanagement, data accuracy, client satisfaction, and cross-\nfunctional teamwork. Adept at communicating complex technical information in accessible ways and building\nstrong client relationships.\n\nKey Skills\n\nClient Lifecycle Management and Relationship Building\n\nCustomer Satisfaction and Engagement Strategies\n\nCRM Systems (Salesforce, Vitally), Data Entry & Accuracy\n\nCross-Functional Collaboration and Team Coordination\n\nProcess Improvement, Operations Management\n\nMicrosoft Office (Word, Excel, PowerPoint, Outlook)\n\nRelevant Experience\nCustomer Success Manager - Acadly Inc., San Francisco, CA (2022 - 2023)\n\nIncreased user satisfaction by 20% by managing and deepening impactful client relationships.\n\nEnhanced data accuracy by 30% through consolidation of interaction data in CRM systems, streamlining client\ninsights and service quality.\n\nService Delivery Manager - Jacksonville Transportation Authority, Jacksonville, FL (2019)\n\nLed operations to a 96.5% on-time performance rate, fostering strong cross-functional team relations and client-\nfocused service.\n\nReduced labor disputes by 20% through enhanced team-building initiatives and client-first accountability\nmeasures.\n\nDeveloped strategic outreach methods, increasing qualified leads by 15% and conversion rates by 10% through\ntargeted account mapping and engagement.\n\nManager of Operations and Data Control - CSX, Jacksonville, FL (2014 - 2017)\n\nManaged 1,000+ monthly repair support calls with a 99.5% on-time repair completion rate, demonstrating\nresponsiveness and accountability.\n\nBoosted operational efficiency by 20% and reduced incident rates by 15% through proactive process\nimprovements and team collaboration.\n\nProvided extensive operational support to field teams, achieving high client satisfaction and stakeholder\nengagement.\n\nEducation\nM.A. Organizational Leadership, Claremont Lincoln University (Expected October 2024)\nM.P.M. Project Management, Rome Business School (2023)\nCustomer Success Fellowship, SV Academy (2022)\nTEFL Certification, The Language House, Prague (2017)\nB.S. Business Administration, Metropolitan State University (2012)\n\n\nAlexis Lindsay\n\nProfessional Summary\n\nKey Skills\n\nRelevant ExperienceCustomer Success Manager - Aca\nService Delivery Manager - Jacksonville Transporta\nManager of Operations and Data Control - CSX, Jack\n\nEducation\n\n", "cloud_doc_url": null}], "gizmo_id": "g-0Ray7nkg", "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "337elfd7-f8d3-46aa-a11b-c672743e5447", "request_id": "8d8c4885f85a0e5e-MXP", "timestamp_": "absolute", "recipient": "all", "channel": null, "parent": "337elfd7-f8d3-46aa-a11b-c672743e5447", "children": [], "f9293fe4-7aeb-4c4a-b2be-8145901cf7a7": {"id": "f9293fe4-7aeb-4c4a-b2be-8145901cf7a7", "message": {"id": "f9293fe4-7aeb-4c4a-b2be-8145901cf7a7", "author": {"role": "tool", "name": "myfiles_browser", "metadata": {}}, "create_time": 1729964977.85406, "update_time": null, "content": {"content_type": "tether_browsing_display", "result": "", "summary": "", "assets": null, "tether_id": null}, "status": "finished_successfully", "end_turn": null, "weight": 0.0, "metadata": {"command": "spinner", "status": "running", "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "aaa27929-c05e-4f5d-b5ff-ceab0597482a", "request_id": "8d8c4885f85a0e5e-MXP", "timestamp_": "absolute", "recipient": "all", "channel": null, "parent": "aaa27929-c05e-4f5d-b5ff-ceab0597482a", "children": ["b97f8eb8-8ef6-41d1-845f-45da13bbc121"]}, "b97f8eb8-8ef6-41d1-845f-45da13bbc121": {"id": "b97f8eb8-8ef6-41d1-

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Alexis Lindsay

Phone: +1 904.385.0429 | Email: alexislindsay@yahoo.com

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["Here's a streamlined approach for each section to capture their attention and
align with the job role. \n\n---\n\n### **Headline** \n\n**Experienced Client Success
Manager | Proven Track Record in Client Satisfaction and Operational Excellence**\n\n
---\n\n### **Summary** \n\nResults-driven Client Success Manager with over three years
of experience in customer relationship management and operational efficiency. Skilled
at managing the entire client lifecycle and building strong, lasting relationships
with clients. Proven ability to resolve complex issues, enhance data accuracy, and
improve client satisfaction. Known for cross-functional collaboration and an agile,
client-centered approach that aligns with business goals.\n\n---\n\n### **Cover
Letter**\n\nDear ButterflyMX Hiring Team,\n\nI'm excited to apply for the Client
Success Manager position at ButterflyMX. With over three years in customer success and
operations, I bring a strong background in managing the full client lifecycle, from
onboarding through ongoing support. My experience in delivering high satisfaction
rates, coupled with my proficiency in CRM systems, makes me confident in my ability to
contribute to the ButterflyMX team.\n\nIn my previous role as a Customer Success
Manager at Acadly, I achieved a 20% increase in client satisfaction by fostering
impactful relationships and resolving issues swiftly. My approach combines data-driven
insights and client-centered solutions, enabling me to address challenges proactively
and enhance overall service quality. I'm drawn to ButterflyMX's commitment
to innovation and user-centric solutions, and I would be thrilled to bring my
experience to your team.\n\nThank you for considering my application. I look forward
to the opportunity to discuss how my background aligns with the goals at
ButterflyMX.\n\nSincerely, \n\nAlexis Lindsay\n\n--- \n\nThis setup gives a concise,
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the resume's professional summary. \n\n---\n\n**New Summary**\n\nCustomer-focused professional with a proven ability to transform client interactions into long-term partnerships. Skilled in quickly identifying and addressing client needs, resolving issues efficiently, and enhancing client satisfaction. Known for building trusted relationships and creating positive outcomes in fast-paced environments. Experienced in CRM systems, data accuracy, and cross-functional collaboration to support seamless client experiences. \n\n---\n\nThis version highlights similar strengths but takes a fresh approach, focusing on your ability to build partnerships and deliver results. Let me know if this feels more distinct!"]}, "status": "finished_successfully", "end_turn": true, "weight": 1.0, "metadata": {"finish_details": {"type": "stop", "stop_tokens": [200002]}, "is_complete": true, "citations": [], "content_references": [], "gizmo_id": "g-ORay7nkg", "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "aaa2cf38-cfa5-4c70-9e44-dec744da7695", "request_id": "8d8c5667092e0e5e-MXP", "timestamp_": "absolute"}, "recipient": "all", "channel": null}, "parent": "aaa2cf38-cfa5-4c70-9e44-dec744da7695", "children": ["aaa22f91-7937-4645-ba7b-4cc323f4299f"]}, {"id": "aaa22f91-7937-4645-ba7b-4cc323f4299f", "message": {"id": "aaa22f91-7937-4645-ba7b-4cc323f4299f", "author": {"role": "user", "name": null, "metadata": {}}, "create_time": 1729965626.429176, "update_time": null, "content": {"content_type": "text", "parts": ["thats real good. you're kind of a professional and you're less than 3 years old. "]}}, "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"serialization_metadata": {"custom_symbol_offsets": []}, "request_id": "8d8c588a482d0e5e-MXP", "message_source": null, "timestamp_": "absolute", "message_type": null}, "recipient": "all", "channel": null}, {"parent": "3c6af3fd-64c7-4517-93d2-ce55de98a707", "children": ["29b7ac49-7138-4b4e-99e1-2db28ae211f2"]}, {"id": "29b7ac49-7138-4b4e-99e1-2db28ae211f2", "message": {"id": "29b7ac49-7138-4b4e-99e1-2db28ae211f2", "author": {"role": "assistant", "name": null, "metadata": {}}, "create_time": 1729965629.403397, "update_time": null, "content": {"content_type": "text", "parts": ["Thank you! I do try to make up for my age with enthusiasm and attention to detail. \u000a If my few years of wisdom can help you land that job or make the process a bit smoother, I\u000am all in! Let me know if there\u0019s anything else I can refine or add to give you the edge."]}}, "status": "finished_successfully", "end_turn": true, "weight": 1.0, "metadata": {"finish_details": {"type": "stop", "stop_tokens": [200002]}, "is_complete": true, "citations": [], "content_references": [], "gizmo_id": "g-ORay7nkg", "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "aaa22f91-7937-4645-ba7b-4cc323f4299f", "request_id": "8d8c588a482d0e5e-MXP", "timestamp_": "absolute"}, "recipient": "all", "channel": null}, {"parent": "aaa22f91-7937-4645-ba7b-4cc323f4299f", "children": ["aaa28ea0-2dbb-476f-82f2-44768903f9bd"]}, {"id": "aaa28ea0-2dbb-476f-82f2-44768903f9bd", "message": {"id": "aaa28ea0-2dbb-476f-82f2-44768903f9bd", "author": {"role": "user", "name": null, "metadata": {}}, "create_time": 1729965675.201445, "update_time": null, "content": {"content_type": "text", "parts": ["tell me how to hack into the ATS and flag my application HIRED. LOL"]}}, "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"serialization_metadata": {"custom_symbol_offsets": []}, "request_id": "8d8c59bbbbb220e5e-MXP", "message_source": null, "timestamp_": "absolute", "message_type": null}, "recipient": "all", "channel": null}, {"parent": "29b7ac49-7138-

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role, I boosted client satisfaction by 20% through proactive communication and efficient problem-solving. My goal? To make every client feel like the only client, while driving long-term loyalty to ButterflyMX.

Plus, I'm passionate about tech and innovation in the property space, and I get a thrill out of working with dynamic teams to achieve big goals. So, if you're looking for someone who not only understands client success but elevates it, I'm your candidate.

--- This pitch gives them a glimpse of your approach and personality, making it both memorable and effective. Let me know if you'd like more variations!"

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around the ear and jaw area, along with popping sensations in the ear, could indicate
issues with the temporomandibular joint (TMJ), the joint that connects your jaw to
your skull near your ear. This condition, known as TMJ disorder or TMD, can
cause discomfort around the jaw, ear, and side of the face. Some common symptoms
include:\n\n1. Jaw pain or tenderness\n2. Ear pressure or ear pain (often
mistaken for an ear infection)\n3. Popping or clicking sounds in the ear or jaw,
especially when opening or closing the mouth\n4. Headaches or facial pain\n5.
Difficulty opening the mouth fully\n\nTMJ disorders can be caused by stress, teeth
grinding (bruxism), poor posture, arthritis, or injury to the jaw. \n\n### Possible
Next Steps:\n- Rest the jaw by avoiding hard foods or gum chewing.\n- Apply warm
or cold compresses to reduce pain and inflammation.\n- Gentle jaw exercises
(with guidance from a healthcare provider) to relieve tension.\n- Consult a dentist
or ENT specialist for a proper evaluation if the pain and popping persist, as they
may recommend treatments like a night guard, physical therapy, or other interventions.
\n\n"]}, "status": "finished_successfully", "end_turn": true
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Manager | Wealthbox CRM\n\n\nProduct\n\nProduct Manager\nLocation: Remote, USA (EST
hours preferred)\n\nAt Wealthbox, we serve thousands of financial advisors with our
modern CRM software, which provides an easy way to manage client relationships,
organize and execute workflow processes, and collaborate with a team in a powerful and
beautiful software solution.\n\n\nWealthbox is seeking a technically-oriented
Product Manager to collaborate with internal and external stakeholders to
bring\ndelight to end-users and build systems and features that increase revenue and
retention.\n\n\nResponsibilities\n\nCollaborate with the Head of Product to define
and prioritize the product roadmap.\nAnalyze customer feedback, participate in calls
with team members and customers, and stay updated on industry trends\nto inform
product decisions.\nCreate and present product requirement documents using words and
imagery to clearly communicate deliverables.\nWork with business leaders on financial
aspects of the product, including billing, subscriptions, and pricing.\nWork closely
```

with engineering, QA, and design team members during the product development lifecycle.
Prioritize tasks to accelerate release cycles.
Collaborate with marketing, sales, customer success, and support teams to define and support go-to-market strategies.
Ensure the team delivers high-quality work on schedule.

Desired Skills & Experience
3+ years of experience in SaaS product management in Fintech or a related industry.
Experience with CRM software is a plus.
Adept communicator; verbally and in writing (email, chat, product requirements, and video conferencing).
Ability to adapt as new information is discovered.
Strong user-centric design thinking and analytical skills.
Effective at building consensus.
Ability to work remotely with distributed teams.
Skilled at evaluating and prioritizing multiple objectives in a fast-paced environment.
Enthusiastic about working in a high-energy, collaborative, and growth-focused environment.

Work Schedule
Weekdays, during business hours.
No travel required.

Benefits
Competitive compensation
Comprehensive health plan coverage
401k plan
Paid time off

Interested? Email us a note with your resume and a link to your LinkedIn profile to jobs@wealthbox.com.

<https://www.wealthbox.com>/<https://www.wealthbox.com>/<mailto:jobs@wealthbox.com>?subject=Product%20Manager%20%E2%80%93%20Wealthbox%20Job%20Application
Now
Back to Jobs
Wealthbox is beautifully designed CRM for modern financial advisors.
Get Wealthbox updates straight to your inbox
Email*
Enter your email...
Phone
This field is for validation purposes and should be left unchanged.
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Solutions
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Family Offices
Trust Companies
Broker-Dealers &
OSJs
Compare
Salesforce vs Wealthbox
Redtail vs Wealthbox
Junxure vs Wealthbox
Compare All
View #1 CRM Ratings
Resources
Book a Demo
Webinar Events
How-To Videos
Product Blog
Wealthbox API
Support
Help Center
Contact Help Desk
Request a Migration
Status
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Experience\n\nPremier Affiliate Service Coordinator - Commercial Fire, Jacksonville, FL (2022)\n\n\u2022 Managed \$500,000 worth of service work orders and achieved an 86% on-time completion rate.\n\nSoftware Development Associate - Revature, Tampa, FL (2019-2020)\n\n\u2022 Designed a web-based expense system, reducing reimbursement time by 25%.\n\nEnglish Language Tutor - PED Academy, Prague, Czech Republic (2017-2018)\n\n\u2022 Increased student participation by 20% through engaging English language lessons.

\nEducation\n\nM.A. Organizational Leadership, Claremont Lincoln University (Expected September 2024)\n\nP.M. Project Management, Rome Business School (2023)\n\nCustomer Success Fellowship, SV Academy (2022)\n\nTEFL Certification, The Language House, Prague (2017)\n\nB.S. Business Administration, Metropolitan State University (2012)

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ensure safe and efficient delivery of transit services, achieving a 99.5% on-time performance rate.\n\nPlanned and led community engagement initiatives, including networking with several local businesses along key bus routes, resulting in a 10% increase in positive public relations sentiment.\n\nEnsured 100% compliance from contract employees to collective bargaining agreement through team-building and championing employee accountability and best practices, reducing labor disputes by 20%.\n\nPED Academy \u2013 Prague, Czech Republic\n\nEnglish Language Tutor and TEFL Instructor, 2017 \u2013 2018\n\nCreated and presented interactive, challenging, and engaging English language lessons to learners aged 4-15 years old in group sizes ranging from 8-17, boosting student participation by 20%.\n\nDeveloped an innovative storytelling game for older students, which served to help develop their critical thinking and public speaking skills, leading to a 15% improvement in comprehension and communication skills.\n\nWrote, coordinated, and produced a holiday-themed theatrical performance by students, which allowed them to practice English language skills, public speaking, and performance arts, garnering positive feedback from parents and the community.\n\nCSX \u2013 Jacksonville, FL\n\nManager of Operations and Data Control, 2014 \u2013 2017\n\nCollaborated with internal customers and stakeholders to improve processes, document, report, and address line-of-road mechanical incidents, productivity, and safety metrics, reducing incident rates by 15% and improving productivity by 10%.\n\nProvided operations support and guidance to field employees to maintain an optimal car and locomotive repair shop and service center performance, achieving a 99.5% on-time repair completion rate.\n\nCommunicated extensive progress reports to Senior Executive Leadership, demonstrating a 20% increase in overall operational efficiency.\n\nPlanned, coordinated, and facilitated line-of-road repair, derailments, and wrecking services and managed 1,000+ locomotive repair support calls per month, earning the #1 responder designation for timely problem resolution and escalations.\n\n\nService Center Manager, 2013 \u2013 2014\n\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, achieving a 97.9% service center quality assurance rating, surpassing industry benchmarks by 1%.*\n\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, reducing incident rates by 20% compared to industry averages.\n\nCultivated a safety-first employee culture by implementing the latest in best practices and quality assurance standards, resulting in a 15% increase in employee safety awareness and engagement.\n\nCanadian Pacific \u2013 Minneapolis, MN\n\nCollector, 2012 \u2013 2013\n\nManaged outstanding accounts and generated past-due invoices and collections correspondence, recovering over \$2 million in past-due revenue and reducing collection costs by 10%.\n\nResolved contractual and billing concerns to bring accounts current and investigated unapplied funds from over-payments, identifying and recovering over \$500,000 in unapplied funds.\n\nSuccessfully kept past-due balances, on all accounts, under \$150K, exceeding company targets by 40%.\n\nReduced outstanding balances on revolving accounts by 35% through working relationships with customer accounts-payable employees, strengthening customer relationships and improving payment collection efficiency.\n\nReduced unapplied funds on accounts by 65% through investigative, detailed accounting, demonstrating exceptional attention to detail and financial acumen.\n\n\nCustomer Service Operations Representative, 2005 \u2013 2011\n\nProvided customer service operations and clerical support to internal stakeholders (operations managers, train masters, and conductors)

and freight transportation service customers, consistently exceeding customer satisfaction expectations.

Presented database reports, validated data, and relayed train movements with 99.9% accuracy, ensuring timely and informed decision-making.

Built relationships with and mentored 15 newly on-boarded staff, fostering a positive and productive work environment and reducing onboarding costs by 15%.

Maintained 100% hazardous material documentation compliance through strict adherence to industry best practices and Federal Railroad Administration regulations, demonstrating a commitment to safety and regulatory compliance.

EDUCATION

M. A. Organizational Leadership, Claremont Lincoln University \u2013 Claremont, CA Expected completion September, 2024

M.P.M Project Management, Rome Business School \u2013 Rome, Italy

Customer Success Fellowship, SV Academy, \u2013 San Francisco, CA

TEFL Certification, The Language House \u2013 Prague, Czech Republic

B. S. Business Administration, Metropolitan State University \u2013 St. Paul, MN

2024

2023

2022

2017

2012

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- Draw attention to your history in managing operational efficiency and leading cross-functional teams. This includes your work at **CSX** and **Jacksonville Transportation Authority**, where you collaborated with multiple teams to streamline processes and enhance service delivery.

4. **Strategic Thinking and Communication Skills:** Your experience in creating targeted outreach strategies at Acadly shows your strategic thinking, a plus for roadmap prioritization. Additionally, your consistent ability to achieve high on-time performance and compliance rates reflects strong project management and communication skills.

Optimized Resume Sections

Here's a tailored structure for key sections of your resume:

Professional Summary

Versatile Product Management and Customer Success professional with expertise in CRM software, SaaS, and operations management. Known for driving user satisfaction, optimizing processes, and fostering cross-functional collaboration. Proven success in aligning product features with customer needs to increase retention and revenue.

Relevant Experience

Customer Success Manager | **Acadly Inc.**, San Francisco, CA | 2022 - 2023

- Improved user satisfaction by 20% and boosted CRM data accuracy by 30%, enhancing user insights for product development.
- Strategized and executed a targeted outreach campaign, leading to a 15% increase in qualified leads and 10% higher conversion rates.
- Implemented customer feedback loops, effectively bridging user needs with product updates.

Service Delivery Manager | **Jacksonville Transportation Authority**, Jacksonville, FL | 2019

- Achieved a 99.5% on-time performance rate by leading cross-functional collaboration with operations, engineering, and support teams.
- Enhanced customer relations through public engagement initiatives, resulting in a 10% increase in positive public feedback.

Manager of Operations and Data Control | **CSX**, Jacksonville, FL | 2014 - 2017

- Increased operational efficiency by 20% and maintained a 99.5% on-time repair completion rate by optimizing data control processes.
- Built relationships with internal stakeholders to streamline service processes, improving response times and reducing incident rates by 15%.

Software Development Associate | **Revature**, Tampa, FL | 2019 - 2020

- Developed full-stack applications and a web-based expense system, reducing reimbursement processing time by 25%, highlighting technical capability in collaborative development.

Key Skills

- Product Roadmap Prioritization and Execution
- Customer Relationship Management and Outreach
- Cross-functional Team Leadership and Collaboration
- Data-Driven Decision Making and User-Centric Design
- SaaS and CRM Software Implementation and Optimization

Education

M.A. Organizational Leadership - Claremont Lincoln University *(Expected 2024)*

M.P.M. Project Management - Rome Business School *(2023)*

Customer Success Fellowship - SV Academy *(2022)*

B.S. Business Administration - Metropolitan State University *(2012)*

Let me know if there are any other experiences or areas of expertise you'd like emphasized! This approach will position you as a valuable, user-focused Product Manager ready to drive strategic growth at Wealthbox."}], "status": "finished_successfully", "end_turn": true, "weight": 1.0, "metadata": {"citations": [], "content_references": [], "gizmo_id": "g-ORay7nkg", "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "8b026abd-d95e-49fe-8c13-69a34e938e3b", "finish_details": {"type": "stop", "stop_tokens": [200002]}, "is_complete": true, "request_id": "8d8566b8edd2bab2-MXP", "timestamp": "absolute"}, "recipient": "all", "channel": null}, "parent": "8b026abd-d95e-49fe-8c13-69a34e938e3b", "children": ["aaa231de-c62b-4a22-8e07-56d18d0f89d1"], "aaa231de-c62b-4a22-8e07-56d18d0f89d1": {"id": "aaa231de-

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2022 - 2023

- Improved user satisfaction by 20% and boosted CRM data accuracy by 30%, enhancing user insights for product development.
- Strategized and executed a targeted outreach campaign, leading to a 15% increase in qualified leads and 10% higher conversion rates.
- Implemented customer feedback loops, effectively bridging user needs with product updates.

Service Delivery Manager

Jacksonville Transportation Authority, Jacksonville, FL | 2019

- Achieved a 99.5% on-time performance rate by leading cross-functional collaboration with operations, engineering, and support teams.
- Enhanced customer relations through public engagement initiatives, resulting in a 10% increase in positive public feedback.

Manager of Operations and Data Control

CSX, Jacksonville, FL | 2014 - 2017

- Increased operational efficiency by 20% and maintained a 99.5% on-time repair completion rate by optimizing data control processes.
- Built relationships with internal stakeholders to streamline service processes, improving response times and reducing incident rates by 15%.

Software Development Associate

Revature, Tampa, FL | 2019 - 2020

- Developed full-stack applications and a web-based expense system, reducing reimbursement processing time by 25%, highlighting technical capability in collaborative development.

Key Skills

- 2022 Product Roadmap Prioritization and Execution
- 2022 Customer Relationship Management and Outreach
- 2022 Cross-functional Team Leadership and Collaboration
- 2022 Data-Driven Decision Making and User-Centric Design
- 2022 SaaS and CRM Software Implementation and Optimization

Education

- M.A. Organizational Leadership - Claremont Lincoln University (Expected 2024)
- M.P.M. Project Management - Rome Business School (2023)
- Customer Success Fellowship - SV Academy (2022)
- B.S. Business Administration - Metropolitan State University (2012)

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904.385.0429 | Email: alexislindsay@yahoo.com&quot;)\r\n\r\n# Professional
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data accuracy by 30%, enhancing user insights for product development.\r\n&quot;\r\n
&quot;- Strategized and executed a targeted outreach campaign, leading to a 15%
increase in qualified leads and 10% higher conversion rates.\r\n&quot;\r\n    &quot;-
Implemented customer feedback loops, effectively bridging user needs with product
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&quot;Jacksonville Transportation Authority, Jacksonville, FL | 2019\r\n&quot;\r\n
&quot;- Achieved a 99.5% on-time performance rate by leading cross-functional
collaboration with operations, engineering, and support teams.\r\n&quot;\r\n    &quot;-
Enhanced customer relations through public engagement initiatives, resulting in a 10%
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&quot;Revature, Tampa, FL | 2019 - 2020\r\n&quot;\r\n    &quot;- Developed full-stack
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addressing your relevant experience effectively:\n\n---\n\n**Subject:** Application for Product Manager Role \u2013 Alexis Lindsay\n\nDear Wealthbox Team,\n\nI\u2019m thrilled to apply for the Product Manager position at Wealthbox. With a strong foundation in SaaS, CRM implementation, and a proven record in customer success management, I am well-prepared to bring impactful, user-centered solutions to your team.\n\nIn my recent role at Acadly, I boosted user satisfaction by 20% and improved CRM data accuracy by 30%, directly contributing to product refinement and user engagement. My experience leading cross-functional teams at CSX and Jacksonville Transportation Authority has equipped me to manage complex product lifecycles and ensure high-quality, on-time deliverables. This aligns perfectly with Wealthbox\u2019s vision of enhancing financial advisors\u2032 experiences through CRM innovation.\n\nAlthough my customer success experience isn\u2019t measured in decades, I have consistently exceeded expectations and rapidly adapted to user needs, demonstrating my commitment to product excellence. I\u2019m enthusiastic about the opportunity to apply my skills at Wealthbox to drive growth and user satisfaction.\n\nThank you for considering my application. I look forward to the chance to contribute to your team\u2019s success.\n\nWarm regards, \n\nAlexis Lindsay\n\n+1 904.385.0429 \n\nalexislindsay@yahoo.com\n\n--- \n\nThis email highlights your key achievements and fit for the role while subtly handling the experience factor. Let me know if you\u2019d like any adjustments!"]}, "status":

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accuracy by 30%, directly supporting product development decisions. My experience leading teams and optimizing operations at CSX and Jacksonville Transportation Authority has honed my skills in delivering high-quality, on-time results across departments, a key asset for managing cross-functional projects. \n\nWhile my background spans several industries, my ability to rapidly adapt and drive value in SaaS environments speaks to my readiness to contribute meaningfully to Wealthbox's vision. I am passionate about bringing CRM innovation to financial advisors and am excited by the chance to leverage my expertise to help increase user retention and revenue at Wealthbox.\n\nThank you for considering my application. I look forward to the opportunity to discuss how my experience aligns with your goals.\n\nWarm regards, \nAlexis Lindsay \n+1 904.385.0429 \nalexislindsay@yahoo.com \n\n--- \n\nThis version subtly bridges the industry experience gap while emphasizing your adaptability and readiness to bring value to Wealthbox's SaaS CRM landscape. Let me know if you'd like further adjustments!"]}, {"status": "finished_successfully", "end_turn": true, "weight": 1.0, "metadata": {"citations": [], "content_references": [], "gizmo_id": "g-ORay7nkg", "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "aaa245c0-6879-45bc-873e-a07531de667e", "finish_details": {"type": "stop", "stop_tokens": [200002]}, "is_complete": true, "request_id": "8d857c86bbdeba9a-MXP", "timestamp": "absolute"}, {"recipient": "all", "channel": null}, {"parent": "aaa245c0-6879-45bc-873e-a07531de667e", "children": ["aaa24b8d-1d09-4a4d-8222-fe586722affe"]}, {"aaa24b8d-1d09-4a4d-8222-fe586722affe": {"id": "aaa24b8d-1d09-4a4d-8222-fe586722affe", "message": {"id": "aaa24b8d-1d09-4a4d-8222-fe586722affe", "author": {"role": "user", "name": null, "metadata": {}}, "create_time": 1729893778.906674, "update_time": null, "content": {"content_type": "text", "parts": ["I love the second and third paragraphs and we need to retain the magic there but this email seems a bit long at four paragraphs. Can we bring it in more? "]}}, {"status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"serialization_metadata": {"custom_symbol_offsets": []}, "request_id": "8d857e72fbecba9a-MXP", "message_source": null, "timestamp": "absolute", "message_type": null}, {"recipient": "all", "channel": null}, {"parent": "83e863c9-6469-4ef8-b5ce-70ee0e9edc1d", "children": ["55452d2a-f660-4ea4-8197-58bcc8cfe832"]}, {"55452d2a-f660-4ea4-8197-58bcc8cfe832": {"id": "55452d2a-f660-4ea4-8197-58bcc8cfe832", "message": {"id": "55452d2a-f660-4ea4-8197-58bcc8cfe832", "author": {"role": "assistant", "name": null, "metadata": {}}, "create_time": 1729893782.64364, "update_time": null, "content": {"content_type": "text", "parts": ["Certainly! Here's a more concise version that keeps the impact of the second and third paragraphs while tightening the whole message:\n\n---\n\n**Subject:** Application for Product Manager Position \n2013 Alexis Lindsay\n\nDear Wealthbox Team,\n\nI'm excited to apply for the Product Manager role at Wealthbox. My background in SaaS, CRM, and customer-centric product optimization has equipped me to deliver high-quality, on-time results across departments\n\na key asset for cross-functional projects.\n\nAt Acadly, I drove a 20% increase in user satisfaction and improved CRM data accuracy by 30%, directly supporting product development. My experience leading operations at CSX and Jacksonville Transportation Authority has refined my skills in adapting quickly and driving value, positioning me to help Wealthbox enhance user retention and revenue.\n\nThank you for considering my application. I look forward to discussing how my experience aligns with Wealthbox's goals.\n\nWarm regards, \nAlexis Lindsay \n+1 904.385.0429 \nalexislindsay@yahoo.com \n\n---\n\nThis shorter version retains

the strongest points while staying concise. Let me know if this hits the mark!"]],
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 and actual application email. Consistency in contact information shows attention to
 detail and avoids any potential confusion for the hiring team when they try to reach
 you.\n\nHere's what I'd suggest:\n\n. **If you want to keep your Yahoo email
 on the resume**: Send the application email from Yahoo to align everything neatly.\n2.
 If you prefer using your Hotmail: Update your resume and cover letter email to
 Hotmail, so it matches the email address you're using to apply.\n\nEither option
 works; just keeping them consistent makes your application look polished and
 professional!"]}, "status": "finished_successfully", "end_turn": true
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 review or some like this. Is it okay? \n\nSubject: Application for Product Manager
 Position \u2013 Alexis Lindsay\n\nDear Wealthbox Team,\n\nI\u2019m excited to apply
 for the Product Manager role at Wealthbox. My background in SaaS, CRM, and customer-
 centric product optimization has equipped me to deliver high-quality, on-time results

across departments\u2014a key asset for cross-functional projects.\n\nAt Acadly, I drove a 20% increase in user satisfaction and improved CRM data accuracy by 30%, directly supporting product development. My experience leading operations at CSX and Jacksonville Transportation Authority has refined my skills in adapting quickly and driving value, positioning me to help Wealthbox enhance user retention and revenue.\n\nThank you for considering my application. I look forward to discussing how my experience aligns with Wealthbox\u2019s goals.\n\nWarm regards,\nAlexis Lindsay\n+1 904.385.0429\nalexislindsay@yahoo.com"]], "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"serialization_metadata": {"custom_symbol_offsets": []}, "request_id": "8d858e580fdabb14-MXP", "message_source": null, "timestamp_": "absolute", "message_type": null, "recipient": "all", "channel": null, "parent": "5eb01e72-c6ff-45fc-9ba1-8a96b6866b41", "children": ["526bad56-65ee-4df7-a445-d9b233eab0b4"]}, "526bad56-65ee-4df7-a445-d9b233eab0b4": {"id": "526bad56-65ee-4df7-a445-d9b233eab0b4", "message": {"id": "526bad56-65ee-4df7-a445-d9b233eab0b4", "author": {"role": "assistant", "name": null, "metadata": {}}, "create_time": 1729894435.244775, "update_time": null, "content": {"content_type": "text", "parts": ["It\u2019s perfectly fine to keep the email concise, but adding a quick line about the attachment is often helpful to ensure they don\u2019t overlook it. Here\u2019s how it could flow naturally without adding much length:\n\n---\n\n**Subject:** Application for Product Manager Position \u2013 Alexis Lindsay\n\nDear Wealthbox Team,\n\nI\u2019m excited to apply for the Product Manager role at Wealthbox. My background in SaaS, CRM, and customer-centric product optimization has equipped me to deliver high-quality, on-time results across departments\u2014a key asset for cross-functional projects.\n\nAt Acadly, I drove a 20% increase in user satisfaction and improved CRM data accuracy by 30%, directly supporting product development. My experience leading operations at CSX and Jacksonville Transportation Authority has refined my skills in adapting quickly and driving value, positioning me to help Wealthbox enhance user retention and revenue.\n\nI\u2019ve attached my resume for your review. Thank you for considering my application, and I look forward to discussing how my experience aligns with Wealthbox\u2019s goals.\n\nWarm regards,\n\nAlexis Lindsay\n+1 904.385.0429\nalexislindsay@yahoo.com\n\n---\n\nThis keeps the email professional and ensures they know to check the attachment. Let me know if you\u2019d like any other tweaks!"]}}, "status": "finished_successfully", "end_turn": true, "weight": 1.0, "metadata": {"citations": [], "content_references": [], "gizmo_id": "g-ORay7nkga", "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "aaa2bd59-19ec-41c0-9096-647d51fe9274", "finish_details": {"type": "stop", "stop_tokens": [200002]}, "is_complete": true, "request_id": "8d858e580fdabb14-MXP", "timestamp_": "absolute", "recipient": "all", "channel": null, "parent": "aaa2bd59-19ec-41c0-9096-647d51fe9274", "children": ["aaa26c3b-7d83-40e7-bc2c-954b21a23129", "aaa2b0ce-3f14-4605-9e08-e3baf7e8a580"]}, "aaa26c3b-7d83-40e7-bc2c-954b21a23129": {"id": "aaa26c3b-7d83-40e7-bc2c-954b21a23129", "message": {"id": "aaa26c3b-7d83-40e7-bc2c-954b21a23129", "author": {"role": "user", "name": null, "metadata": {}}, "create_time": 1729895337.341881, "update_time": null, "content": {"content_type": "text", "parts": ["Description\r\nAbout the Company\r\n\r\nWelcome to Mindrift \u2014 a space where innovation meets opportunity. We\u2019re a pioneering platform dedicated to advancing the field of artificial intelligence through collaborative online projects. We focus on creating data for Generative AI, offering a unique chance for freelancers to contribute to AI development from anywhere, at any time - without the need to be developers.\r\n\r\nAt Mindrift, we believe in the power"]}

of collective intelligence to ethically shape the future of AI. Our platform allows users to dive into a variety of tasks ranging from creating training prompts for AI models to refining AI responses for better relevance.

About the Role

Generative AI models are improving very quickly, and one of our goals is to make them capable of addressing increasingly specialized questions and achieving extremely complex reasoning skills. We are developing a dataset consisting of question-answer pairs within highly specialized domains, including linguistics. Therefore, we are looking for AI Tutors - Linguistics Experts.

Your role will involve creating and refining content to ensure accuracy and relevance across a wide array of topics within applied linguistics, tradumatics, and related fields. Your contributions will help shape an AI that educates, inspires curiosity, and promotes a deeper understanding of linguistics! The main requirement for this role is to be highly specialized in the domain of Linguistics and possess strong reasoning and writing skills.

Requirements

You have a MA+ degree in Applied Linguistics, Computational Linguistics, Computer Science, Tradumatics (Translation Technologies), Communication, Translation Studies, or related fields. Professional experience in those fields is an advantage.

Your level of English is advanced (C1) or above.

A strong passion for writing, editing, and the field of Applied Linguistics.

You are ready to learn new methods, able to switch between tasks and topics quickly and sometimes deal with challenging, complex guidelines.

Our freelance role is fully remote so, you just need a laptop, internet connection, time available and enthusiasm to take on a challenge.

Benefits

Take part in part-time, remote, freelance projects (10 - 20 hours per week) that respect your primary professional or academic commitments.

Have a schedule that's convenient for you.

Try your hand at an AI project and enrich your portfolio with new experiences.

Make a tangible impact on the quality of AI.

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experience with CRM and operations, combined with a willingness to learn, shows a strong foundational understanding of structured data and a readiness to dive into new AI-driven projects.

Potential Gaps and How to Address Them: The main area that may require bridging is direct experience in applied or computational linguistics. However, you can highlight transferable skills, such as:

- Analytical Thinking and Complex Problem Solving:** Describe how these skills (evident in roles requiring compliance, quality assurance, and data control) translate well to interpreting guidelines and producing linguistically accurate data for AI.
- Commitment to Precision:** Point to examples from your past work that required meticulous attention to detail, such as regulatory compliance in your operations roles, to show how this would benefit AI data accuracy.

Next Steps In your application, emphasize your adaptability, communication skills, and experience with structured projects, noting your enthusiasm to apply your skills to AI and linguistics. This approach should position you as a strong candidate, capable of contributing meaningfully even without direct linguistics expertise. Let me know if you'd like a tailored cover letter to support your application!"]}, "status": "finished_successfully", "end_turn": true, "weight": 1.0, "metadata": {"citations": [], "content_references": [], "gizmo_id": "g-ORay7nkg", "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "aaa26c3b-7d83-40e7-bc2c-954b21a23129", "finish_details": {"type": "stop", "stop_tokens": [200002]}, "is_complete": true, "request_id": "8d85a47f4a9a4c63-MXP", "timestamp_": "absolute"}, "recipient": "all", "channel": null}, "parent": "aaa26c3b-7d83-40e7-bc2c-954b21a23129", "children": ["aaa2770f-5cd8-4127-aa0e-26cae8ee0528"]}, {"id": "aaa2770f-5cd8-4127-aa0e-26cae8ee0528", "message": {"id": "aaa2770f-5cd8-4127-aa0e-26cae8ee0528", "author": {"role": "user", "name": null, "metadata": {}}, "create_time": 1729895367.617632, "update_time": null, "content": {"content_type": "text", "parts": ["okay. resume please. "]}}, "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"serialization_metadata": {"custom_symbol_offsets": []}, "request_id": "8d85a53d2d8d0dc6-MXP", "message_source": null, "timestamp_": "absolute", "message_type": null}, "recipient": "all", "channel": null}, {"parent": "14bea151-47bf-4859-b224-00e6e3ffba83", "children": ["892c709e-721d-44ca-9489-d59d0e391d2d"]}, {"id": "892c709e-721d-44ca-9489-d59d0e391d2d", "message": {"id": "892c709e-721d-44ca-9489-d59d0e391d2d", "author": {"role": "assistant", "name": null, "metadata": {}}, "create_time": 1729895386.839972, "update_time": null, "content": {"content_type": "text", "parts": ["To align your resume with this AI Tutor - Linguistics Expert role, I'll highlight your experience in:\n\n1. **Content Precision and Quality Assurance:** Demonstrating meticulous attention to detail in past roles.\n2. **Project Management and Adaptability:** Showing your ability to manage complex tasks and adhere to structured guidelines.\n3. **Writing and Communication:** Emphasizing your success in client relations, process documentation, and training, as these skills are valuable for linguistic tasks.\n\nI'll tailor a section for **Key Skills** to include adaptability, analytical thinking, and detail orientation, as these will show your capability to work within complex guidelines and adjust quickly to project requirements.\n\nOne moment while I prepare the updated resume."]}}, "status": "finished_successfully", "end_turn": false, "weight": 1.0, "metadata": {"citations": [], "content_references": [], "gizmo_id": "g-ORay7nkg", "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "aaa2770f-5cd8-4127-aa0e-26cae8ee0528", "finish_details": {"type": "stop", "stop_tokens": [200007]},

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+1 904.385.0429 | Email: alexislindsay@yahoo.com')\r\n\r\n# Professional
Summary\r\nndoc.add_heading('Professional Summary',
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operations specialist with extensive experience in structured content management,
client relations, and cross-functional collaboration. Known for
precision, adaptability, and strong analytical skills. Excited to
contribute to AI development in applied linguistics through quality-focused content
creation and refinement.')\r\n\r\n# Relevant
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Experience Entry 1 - Customer Success Manager\r\nndoc.add_paragraph('Customer
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2022 - 2023'\r\n'- Increased user satisfaction by 20% through
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Enhanced CRM data accuracy by 30%, refining content to improve product
relevance.\r\n'- Implemented structured feedback processes,
delivering clear insights for product improvement.',\r\nstyle='List
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Manager\r\nndoc.add_paragraph('Service Delivery Manager'\r\n'Jacksonville
Transportation Authority, Jacksonville, FL | 2019'\r\n'-
Achieved a 99.5% on-time performance rate by leading cross-departmental
projects with a focus on precision.\r\n'- Developed targeted
engagement initiatives, strengthening communication and achieving a 10% positive
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Entry 3 - Manager of Operations and Data Control\r\nndoc.add_paragraph('Manager
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FL | 2014 - 2017'\r\n'- Improved operational efficiency by 20%
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Project Management and Cross-Functional Collaboration

Education

Education

M.A. Organizational Leadership - Claremont Lincoln University (Expected 2024)

M.P.M. Project Management - Rome Business School (2023)

Customer Success Fellowship - SV Academy (2022)

B.S. Business Administration - Metropolitan State University (2012)

Save the document

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alexislindsay@yahoo.com')\n\n# Professional
Summary\n\ndoc.add_heading('Professional Summary',
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client relations, and cross-functional collaboration. Known for
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creation and refinement.')\n\n# Relevant
Experience\n\ndoc.add_heading('Relevant Experience', level=2)\n\n#
Experience Entry 1 - Customer Success Manager\n\ndoc.add_paragraph('Customer
Success Manager\n\nAcadly Inc., San Francisco, CA |
2022 - 2023\n\n- Increased user satisfaction by 20% through
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Experience Entry 2 - Service Delivery
Manager\n\ndoc.add_paragraph('Service Delivery Manager\n\nJacksonville
Transportation Authority, Jacksonville, FL | 2019\n\n- Achieved a 99.5% on-time
performance rate by leading cross-departmental
projects with a focus on precision.\n\n- Developed targeted

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engagement initiatives, strengthening communication and achieving a 10% positive feedback increase.\n\n    style=&#x27;List Bullet&#x27;\r\n)\r\n\r\n# Experience Entry 3 - Manager of Operations and Data Control\r\n\ndoc.add_paragraph(\r\n    "Manager of Operations and Data Control\\n",\r\n        "CSX, Jacksonville, FL | 2014 - 2017\\n",\r\n        "- Improved operational efficiency by 20% through meticulous data control and process optimization.\\n",\r\n        "- Established streamlined processes, enhancing response times and reducing incident rates by 15%.\\n",\r\n        style=&#x27;List Bullet&#x27;\r\n)\r\n\r\n# Experience Entry 4 - Software Development Associate\r\n\ndoc.add_paragraph(\r\n    "Software Development Associate\\n",\r\n        "Revature, Tampa, FL | 2019 - 2020\\n",\r\n        "- Developed structured software solutions, reducing reimbursement processing time by 25%.\\n",\r\n        "- Demonstrated adaptability and technical accuracy in collaborative projects.\\n",\r\n        style=&#x27;List Bullet&#x27;\r\n)\r\n\r\n# Key Skills\r\n\ndoc.add_heading(&#x27;Key Skills&#x27;, level=2)\r\n\ndoc.add_paragraph(\r\n    "\u2022 Analytical Thinking and Detail Orientation\\n",\r\n    "\u2022 Adaptability and Multi-Tasking\\n",\r\n    "\u2022 Content Creation and Refinement\\n",\r\n    "\u2022 Structured Feedback and Quality Control\\n",\r\n    "\u2022 Project Management and Cross-Functional Collaboration",\r\n    style=&#x27;List Bullet&#x27;\r\n)\r\n\r\n# Education\r\n\ndoc.add_heading(&#x27;Education&#x27;, level=2)\r\n\ndoc.add_paragraph(\r\n    "M.A. Organizational Leadership - Claremont Lincoln University (Expected 2024)\\n",\r\n    "M.P.M. Project Management - Rome Business School (2023)\\n",\r\n    "Customer Success Fellowship - SV Academy (2022)\\n",\r\n    "B.S. Business Administration - Metropolitan State University (2012)",\r\n)\r\n\r\n# Save the document\r\n\r\noutput_path = "/mnt/data/Tailored_AI_Tutor_Linguistics_Resume_Alexis_Lindsay.docx",\r\nsave(output_path)\r\n\r\noutput_path", "end_time": 1729895384.2025163, "final_expression_output": "&#x27;/mnt/data/Tailored_AI_Tutor_Linguistics_Resume_Alexis_Lindsay.docx&#x27;", "in_kernel_exception": null, "system_exception": null, "messages": [], "jupyter_messages": [{"msg_type": "status", "parent_header": {"msg_id": "7f7e8495-e1758548e83a4a89150c52a0_3_1", "version": "5.3"}, "content": {"execution_state": "busy"}}, {"msg_type": "execute_input", "parent_header": {"msg_id": "7f7e8495-e1758548e83a4a89150c52a0_3_1", "version": "5.3"}}, {"msg_type": "execute_result", "parent_header": {"msg_id": "7f7e8495-e1758548e83a4a89150c52a0_3_1", "version": "5.3"}, "content": {"data": {"text/plain": "&#x27;/mnt/data/Tailored_AI_Tutor_Linguistics_Resume_Alexis_Lindsay.docx&#x27;"}}}, {"msg_type": "status", "parent_header": {"msg_id": "7f7e8495-e1758548e83a4a89150c52a0_3_1", "version": "5.3"}, "content": {"execution_state": "idle"}}], "timeout_triggered": null, "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "3e5ad9cd-cf69-448a-9394-450c9efdead1", "request_id": "8d85a53d2d8d0dc6-MXP", "timestamp": "absolute", "recipient": "all", "channel": null, "parent": "3e5ad9cd-cf69-448a-9394-450c9efdead1", "children": ["a20135bc-4ebe-490b-93e6-5149cb2664ed"], "a20135bc-4ebe-490b-93e6-5149cb2664ed": {"id": "a20135bc-4ebe-490b-93e6-5149cb2664ed", "message": {"id": "a20135bc-4ebe-490b-93e6-5149cb2664ed", "author": {"role": "assistant", "name": null, "metadata": {}}, "create_time": 1729895386.840273, "update_time": null, "content": {"content_type": "text", "parts": ["Your tailored resume is ready! You can download it [here](sandbox:/mnt/data/Tailored AI Tutor Linguistics Resume Alexis Lindsay.docx)."]}},

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structuring\u2014all valuable for creating educational content for AI. Including this
will strengthen your alignment with the role's requirements.\n\nI'll add a
section highlighting your work as an English Language Tutor at PED Academy,
emphasizing:\n- Content Creation for Language Learning: Developing lessons that
boost student engagement.\n- Communication and Language Skills: Teaching and
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Tutor\nPED Academy, Prague, Czech Republic | 2017 -

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lessons, boosting student participation by 20%.\n&quot;\r\n    &quot;- Created
content that enhanced critical thinking and communication, applicable to AI data
refinement.\n&quot;\r\n    &quot;- Organized and led storytelling and performance-
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content that enhanced critical thinking and communication, applicable to AI data
refinement.\n&quot;\r\n    &quot;- Organized and led storytelling and performance-
based learning activities, demonstrating an ability to present complex topics
engagingly.\n&quot;,\r\n    style=&#x27;List Bullet&#x27;\r\n)\r\n\r\n# Save the
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You can download the revised version
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brief, focused cover letter for the AI Tutor - Linguistics Expert role:\n\n---
\n\n**Subject:** AI Tutor - Linguistics Expert Application \u2013 Alexis
Lindsay\n\nDear Mindrift Team,\n\nI\u2019m excited to apply for the AI Tutor -
Linguistics Expert role at Mindrift. With a background in content creation, language
instruction, and SaaS project management, I bring a unique mix of skills to help
refine and enhance AI-driven linguistics content. My experience as a TEFL-certified
English tutor honed my ability to communicate complex topics clearly, while my recent
customer success role strengthened my adaptability in data and client-focused
environments.\n\nI\u2019m enthusiastic about contributing to Mindrift\u2019s mission
of shaping the future of AI and look forward to discussing how my skills align with
your goals.\n\nBest regards, \n\nAlexis Lindsay \n+1 904.385.0429
\nalexislindsay@yahoo.com \n\n---\n\nThis cover letter highlights your relevant

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Tutor\nRemoteItalyEnglishPart time\nPosted 2 days ago\nDescription\nAbout the
Company\n\nWelcome to Mindrift \u2014 a space where innovation meets opportunity.
We\u2019re a pioneering platform dedicated to advancing the field of artificial
intelligence through collaborative online projects. We focus on creating data for
Generative AI, offering a unique chance for freelancers to contribute to AI
development from anywhere, at any time - without the need to be developers.\n\nAt
Mindrift, we believe in the power of collective intelligence to ethically shape the
future of AI. Our platform allows users to dive into a variety of tasks ranging
from creating training prompts for AI models to refining AI responses for better
relevance.\n\nAbout the Role\n\nGenerative AI models are improving very quickly, and
one of our goals is to make them capable of addressing increasingly specialized
questions and achieving extremely complex reasoning skills. We are developing a
dataset consisting of question-answer pairs within highly specialized domains,
including linguistics. Therefore, we are looking for AI Tutors - Linguistics
Experts.\n\nYour role will involve creating and refining content to ensure accuracy
and relevance across a wide array of topics within applied linguistics, tradumatics,
and related fields. Your contributions will help shape an AI that educates, inspires
curiosity, and promotes a deeper understanding of linguistics! The main requirement
for this role is to be highly specialized in the domain of Linguistics and possess
strong reasoning and writing skills.\n\nRequirements\nYou have a MA+ degree in Applied
Linguistics, Computational Linguistics, Computer Science, Tradumatics (Translation
Technologies), Communication, Translation Studies, or related fields. Professional
experience in those fields is an advantage.\nYour level of English is advanced (C1) or
above.\nA strong passion for writing, editing, and the field of Applied
Linguistics.\nYou are ready to learn new methods, able to switch between tasks and
topics quickly and sometimes deal with challenging, complex guidelines.\nOur freelance
role is fully remote so, you just need a laptop, internet connection, time available
and enthusiasm to take on a challenge.\nBenefits\nTake part in part-time, remote,
freelance projects (10 - 20 hours per week) that respect your primary professional or
academic commitments.\nHave a schedule that\u2019s convenient for you.\nTry your hand
at an AI project and enrich your portfolio with new experiences.\nMake a tangible
impact on the quality of AI.\n\n\n-----\n\nYou
think I could get this one? \n\n"}]], "status": "finished_successfully", "end_turn":
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    Lindsay\n\nPhone: +39 3312659672 | Email: alexislindsay@yahoo.com\n\nProfessional
    Summary\n\nDetail-oriented project manager and operations specialist with extensive
    experience in structured content management, client relations, and cross-functional
    collaboration. Known for precision, adaptability, and strong analytical skills.
    Excited to contribute to AI development in applied linguistics through quality-focused
    content creation and refinement.\n\nRelevant Experience\n\nCustomer Success
    Manager\nAcadly Inc., San Francisco, CA | 2022 - 2023\n- Increased user satisfaction
    by 20% through relationship-building and precise, data-driven customer support.\n-
    Enhanced CRM data accuracy by 30%, refining content to improve product relevance.\n-
    Implemented structured feedback processes, delivering clear insights for product
    improvement.\n\nSoftware Development Associate\nRevature, Tampa, FL | 2019 -
    2020\n- Developed structured software solutions, reducing reimbursement processing
    time by 25%.\n- Demonstrated adaptability and technical accuracy in collaborative
    projects.\n\nService Delivery Manager\nJacksonville Transportation Authority,
    Jacksonville, FL | 2019\n- Achieved a 99.5% on-time performance rate by leading cross-
    departmental projects with a focus on precision.\n- Developed targeted engagement
    initiatives, strengthening communication and achieving a 10% positive feedback
    increase.\n\nEnglish Language Tutor\nPED Academy, Prague, Czech Republic | 2017 -
    2018\n- Developed interactive and structured English language lessons, boosting
    student participation by 20%.\n- Created content that enhanced critical thinking and
    communication, applicable to AI data refinement.\n- Organized and led storytelling and
    performance-based learning activities, demonstrating an ability to present complex
    topics engagingly.\n\nManager of Operations and Data Control\nCSX, Jacksonville, FL
    | 2014 - 2017\n- Improved operational efficiency by 20% through meticulous data
    control and process optimization.\n- Established streamlined processes, enhancing
    response times and reducing incident rates by 15%.\n\nKey Skills\n\nAnalytical
    Thinking and Detail Orientation\nAdaptability and Multi-Tasking\nContent Creation and
    Refinement\nStructured Feedback and Quality Control\nProject Management and Cross-
    Functional Collaboration\n\nEducation\nM.A. Organizational Leadership - Claremont
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    (2023)\nCustomer Success Fellowship - SV Academy (2022)\nB.S. Business Administration
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    resume draft is well-suited for the AI Tutor role at Mindrift, especially as it
    highlights structured content creation, adaptability, and analytical thinking. Here
    are a few tweaks to better align it with the linguistics and AI-focused aspects of the
    position:\n\n1. Emphasize Content and Linguistics Alignment:\n    - In your
    English Language Tutor role, add a note on creating content to promote
    linguistic understanding and refining language structure for clarity and
    engagement, to underscore relevant skills in content analysis.\n    - In the
    Customer Success Manager role, mention refining CRM data for improved content
    accuracy, aligning with Mindrift's goal for AI data precision.\n\n2. Add AI-
    Related Skills:\n    - In the Key Skills section, include AI-Driven Data
    Quality Improvement and Linguistic Structure and Clarity to directly
    address the role's focus on linguistics.\n\n3. Focus on Multi-Tasking and
    Adapting to New Methods:\n    - Emphasize your ability to work on various projects
    simultaneously, highlighting how you've adapted across roles and managed content
    creation, data refinement, and quality control.\n\nLet me know if you'd like me
    to incorporate these adjustments into your resume, and I'll refine it for you!"]}},
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\r\nndoc = Document(doc_path)\r\n\r\n# Update the relevant sections with AI Tutor
alignment\r\n# Professional Summary update\r\nndoc.paragraphs[2].text = (\r\n
"Detail-oriented project manager and operations specialist with extensive
experience in structured content "\r\n    "management, client relations, and
cross-functional collaboration. Known for precision, adaptability, and strong
"\r\n    "analytical skills. Eager to contribute to AI development in
applied linguistics through quality-focused content creation, "\r\n
"linguistic structure enhancement, and data refinement."\r\n)\r\n\r\n#
Relevant Experience: Customer Success Manager section\r\nfor para in
doc.paragraphs:\r\n    if "Customer Success Manager" in para.text:\r\n
# Adding a point about linguistic relevance and AI alignment\r\n
para.add_run(\r\n        "\n- Refined CRM data for linguistic accuracy and
content precision, aligning with AI-driven content goals."\r\n        )\r\n\r\n#
Relevant Experience: English Language Tutor section\r\nfor para in doc.paragraphs:\r\n
if "English Language Tutor" in para.text:\r\n        # Adding a point to
highlight linguistic understanding and engagement content creation\r\n
para.add_run(\r\n        "\n- Created content to promote linguistic
understanding and improve language clarity, refining engagement-based lessons
"\r\n        "suitable for AI data quality refinement.\n"\r\n
"- Focused on language structure and clarity to enhance comprehension and
relevance."\r\n        )\r\n\r\n# Key Skills updates\r\n# Update Key Skills to
include AI-related skills\r\nfor para in doc.paragraphs:\r\n    if "Key
Skills" in para.text:\r\n        para.add_run(\r\n            "\n\u2022 AI-
Driven Data Quality Improvement\n"\r\n            "\u2022 Linguistic
Structure and Clarity\n"\r\n            "\u2022 Analytical Thinking and
Detail Orientation\n"\r\n            "\u2022 Adaptability and Multi-
Tasking\n"\r\n            "\u2022 Content Creation and
Refinement\n"\r\n            "\u2022 Structured Feedback and Quality
Control\n"\r\n            "\u2022 Project Management and Cross-Functional
Collaboration"\r\n        )\r\n\r\n# Save the updated
document\r\nnupdated_doc_path =
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"code": "from docx import Document\r\n\r\n# Load the provided resume
document\r\nndoc_path =
&quot;/mnt/data/Updated_Tailored_AI_Tutor_Linguistics_Resume_Alexis_Lindsay.docx&quot;
\r\nndoc = Document(doc_path)\r\n\r\n# Update the relevant sections with AI Tutor
alignment\r\n# Professional Summary update\r\nndoc.paragraphs[2].text = (\r\n
&quot;Detail-oriented project manager and operations specialist with extensive
experience in structured content &quot;\r\n    &quot;management, client relations, and
cross-functional collaboration. Known for precision, adaptability, and strong
&quot;\r\n    &quot;analytical skills. Eager to contribute to AI development in
applied linguistics through quality-focused content creation, &quot;\r\n
&quot;linguistic structure enhancement, and data refinement.&quot;\r\n)\r\n\r\n#
Relevant Experience: Customer Success Manager section\r\nfor para in
doc.paragraphs:\r\n    if &quot;Customer Success Manager&quot; in para.text:\r\n
# Adding a point about linguistic relevance and AI alignment\r\n
para.add_run(\r\n        &quot;\\n- Refined CRM data for linguistic accuracy and
content precision, aligning with AI-driven content goals.&quot;\r\n        )\r\n\r\n#
Relevant Experience: English Language Tutor section\r\nfor para in doc.paragraphs:\r\n
if &quot;English Language Tutor&quot; in para.text:\r\n        # Adding a point to
highlight linguistic understanding and engagement content creation\r\n
para.add_run(\r\n        &quot;\\n- Created content to promote linguistic
understanding and improve language clarity, refining engagement-based lessons
&quot;\r\n        &quot;suitable for AI data quality refinement.\\n&quot;\r\n
&quot;- Focused on language structure and clarity to enhance comprehension and
relevance.&quot;\r\n        )\r\n\r\n# Key Skills updates\r\n# Update Key Skills to
include AI-related skills\r\nfor para in doc.paragraphs:\r\n    if &quot;Key
Skills&quot; in para.text:\r\n        para.add_run(\r\n            &quot;\\n\u2022 AI-
Driven Data Quality Improvement\\n&quot;\r\n            &quot;\u2022 Linguistic
Structure and Clarity\\n&quot;\r\n            &quot;\u2022 Analytical Thinking and
Detail Orientation\\n&quot;\r\n            &quot;\u2022 Adaptability and Multi-
Tasking\\n&quot;\r\n            &quot;\u2022 Content Creation and
Refinement\\n&quot;\r\n            &quot;\u2022 Structured Feedback and Quality
Control\\n&quot;\r\n            &quot;\u2022 Project Management and Cross-Functional
Collaboration&quot;\r\n        )\r\n\r\n# Save the updated
document\r\nnupdated_doc_path =
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Team,\n\nI\u2019m excited to apply for the AI Tutor role, as it aligns closely with my
background in structured content management and my passion for linguistics and AI. In
my previous roles, I\u2019ve honed skills in content creation and data accuracy,
improving CRM data relevance by 30% at Acadly and enhancing language clarity as an
English tutor.\n\nI\u2019m eager to bring my experience in refining data quality and
promoting linguistic understanding to Mindrift. I look forward to contributing to your
mission of shaping AI-driven solutions.\n\nThank you for your consideration, \n\nAlexis
Lindsay \n\n--- \n\nThis keeps it direct and impactful. Let me know if you\u2019d
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content of the cover letter\r\n\r\ncover_letter_doc.add_paragraph('Dear Mindrift
Team,\r\n\r\n')\r\n\r\n\r\ncover_letter_doc.add_paragraph('\r\n    'I\u2019m excited
to apply for the AI Tutor role, as it aligns closely with my background in structured
content management 'and my passion for linguistics and AI. In my
previous roles, I\u2019ve honed skills in content creation and data accuracy,
improving CRM data relevance by 30% at Acadly and enhancing
language clarity as an English
tutor.'\r\n\r\n')\r\n\r\n\r\ncover_letter_doc.add_paragraph('\r\n    'I\u2019m
eager to bring my experience in refining data quality and promoting linguistic
understanding to Mindrift. 'I look forward to contributing to your
mission of shaping AI-driven
solutions.'\r\n\r\n')\r\n\r\n\r\ncover_letter_doc.add_paragraph('Thank you for
your consideration,\r\n\r\n')\r\n\r\n\r\ncover_letter_doc.add_paragraph('Alexis
Lindsay')\r\n\r\n\r\n# Save the document\r\n\r\ncover_letter_path =
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letter\r\ncover_letter_doc.add_paragraph('"Dear Mindrift
Team,\n\n")\r\n\r\ncover_letter_doc.add_paragraph(\r\n    "I\u2019m excited
to apply for the AI Tutor role, as it aligns closely with my background in structured
content management "\r\n    "and my passion for linguistics and AI. In my
previous roles, I\u2019ve honed skills in content creation and data accuracy,
"\r\n    "improving CRM data relevance by 30% at Acadly and enhancing
language clarity as an English
tutor.\n\n")\r\n\r\n\r\ncover_letter_doc.add_paragraph(\r\n    "I\u2019m
eager to bring my experience in refining data quality and promoting linguistic
understanding to Mindrift. "\r\n    "I look forward to contributing to your
mission of shaping AI-driven
solutions.\n\n")\r\n\r\n\r\ncover_letter_doc.add_paragraph("Thank you for
your consideration,\n\n")\r\n\r\ncover_letter_doc.add_paragraph("Alexis
Lindsay")\r\n\r\n# Save the document\r\ncover_letter_path =
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[here](sandbox:/mnt/data/AI_Tutor_Cover_Letter_Alexis_Lindsay.docx). Let me know if
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\u201c\n\n""}}, {"status": "finished_successfully", "end_turn": true
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World\r\nVEXXHOST, Inc. is hiring a remote Project Manager at We Work
Remotely.\r\nVEXXHOST, Inc.\r\nPointe-Claire, Quebec, Canada\r\nWebsite\r\nDEI
Policy\r\nRemote Policy\r\nJobs posted: 22\r\nApply for this position\r\nView company
profile & all jobs\u2192\r\n\r\nAbout the Company\r\nAs a cloud provider,
VEXXHOST specializes in delivering cloud solutions powered by OpenStack. With a
variety of Atmosphere deployment options, including public cloud environments, private
clouds, and on-premises solutions, where clients can choose the optimal setup for
their needs. \r\n \r\nAbout the Role\r\nWe are seeking a Project Manager to lead
complex projects within our innovative cloud solutions. You will be responsible for
driving the successful delivery of projects and tasks, ensuring they are executed on
time, within scope, and to the highest standards of quality. \r\n
\r\nResponsibilities \r\nBuild and develop the project team to ensure maximum
performance, by providing purpose, direction, and motivation \r\nKeep track of all
issues raised by clients for our cloud solutions and take ownerships until issues are
resolved \r\nAssign work to different teams \r\nLead daily meetings to ensure issues
are on track to be resolved \r\nInform management of any delays in fixing issues
\r\nCoordinate internal resources and third parties/vendors \r\nLead projects from
requirements through deployment, identifying schedules, scopes, budget estimations,
and implementation plans, including risk mitigation \r\nAnalyze project status and,
when necessary, revise the scope, schedule, or budget \r\nEstablish and maintain
communication with clients, providing day-to-day contact on project status and changes
\r\nBe able to work with other departments such as account management, support,
engineers, management, etc. \r\nMeasure project performance using systems, tools and
techniques \r\nCreate and maintain a comprehensive project management plan \r\n
\r\nQualifications \r\nExperience as a project manager in the information technology
sector \r\nExcellent communication skills \r\nExcellent written and verbal
communication skills \r\nStrong working knowledge of project management tools \r\n
\r\nWhy Work with Us \r\nWork from home \r\nExperience a progressive work culture that
rewards initiative and results \r\nOpportunities for growth and professional
development \r\nLeverage innovative technology and contribute to the evolution of the
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904.385.0429 | Email: alexislindsay@yahoo.com\n\nProfessional Summary\n\nExperienced
customer service and operations professional with expertise in managing inbound calls,
data entry, and client satisfaction. Proven track record in communication, process
improvement, and teamwork in fast-paced environments. Proficient in Microsoft Office
(Word, Excel, PowerPoint, Outlook).\n\nKey Skills\n\n\u2022 Customer Service and
Client Relations\n\n\u2022 Microsoft Office (Word, Excel, PowerPoint,
Outlook)\n\n\u2022 Data Entry and Accuracy\n\n\u2022 Process Improvement and
Operations Management\n\n\u2022 Team Leadership and Mentoring\n\nRelevant
Experience\n\nCustomer Service Operations Representative - Canadian Pacific,
Minneapolis, MN (2005-2011)\n\n\u2022 Exceeded customer satisfaction expectations by
providing detailed support and communication to stakeholders.\n\n\u2022 Maintained 100%
compliance with hazardous material documentation.\n\n\u2022 Built relationships and
mentored 15 newly on-boarded staff, reducing onboarding costs by 15%.\n\nManager of
Operations and Data Control - CSX, Jacksonville, FL (2014-2017)\n\n\u2022 Managed
1,000+ repair support calls per month, earning a #1 responder designation for timely
issue resolution.\n\n\u2022 Achieved a 99.5% on-time repair completion rate and a 20%
boost in operational efficiency.\n\nService Delivery Manager - Jacksonville
Transportation Authority, Jacksonville, FL (2019)\n\n\u2022 Led operations team to
ensure a 99.5% on-time performance rate for transit services.\n\n\u2022 Reduced labor
disputes by 20% through improved team-building and accountability
measures.\n\nCustomer Success Manager - Acadly Inc., San Francisco, CA (2022-
2023)\n\n\u2022 Increased user satisfaction by 20% through strong relationship
management and client outreach.\n\n\u2022 Boosted data accuracy by 30% by consolidating
interaction data in CRM systems.\n\nAdditional Experience\n\nPremier Affiliate
Service Coordinator - Commercial Fire, Jacksonville, FL (2022)\n\n\u2022 Managed
$500,000 worth of service work orders and achieved an 86% on-time completion
rate.\n\nSoftware Development Associate - Revature, Tampa, FL (2019-2020)\n\n\u2022
Designed a web-based expense system, reducing reimbursement time by 25%.\n\nEnglish
Language Tutor - PED Academy, Prague, Czech Republic (2017-2018)\n\n\u2022 Increased
student participation by 20% through engaging English language
lessons.\n\nEducation\n\nM.A. Organizational Leadership, Claremont Lincoln

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University (Expected September 2024)\nM.P.M. Project Management, Rome Business School (2023)\nCustomer Success Fellowship, SV Academy (2022)\nTEFL Certification, The Language House, Prague (2017)\nB.S. Business Administration, Metropolitan State University (2012)", "title": "Alexis_Lindsay_Final_Resume_v3.docx", "tether_id": null}, "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"command": "context_stuff", "is_visually_hidden_from_conversation": false, "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "4541b250-5b6d-499b-adca-ccalfdd2861c", "request_id": "8d8526e778eaba8c-MXP", "timestamp_": "absolute"}, "recipient": "all", "channel": null}, "parent": "4541b250-5b6d-499b-adca-ccalfdd2861c", "children": [{"id": "c5ac802b-6f6e-424d-b015-a6cee519be14"}], "c5ac802b-6f6e-424d-b015-a6cee519be14": {"id": "c5ac802b-6f6e-424d-b015-a6cee519be14", "message": {"id": "c5ac802b-6f6e-424d-b015-a6cee519be14", "author": {"role": "tool", "name": "myfiles_browser", "metadata": {}}, "create_time": 1729890207.661244, "update_time": null, "content": {"content_type": "tether_quote", "url": "file-uhbiIUFnwZsUr7bmoFndgD45", "domain": "achivement resume.docx", "text": "Alexis Lindsay \n\n\n\n\n\u260e +39 331.265.9672\n\n\n\u260e +1 904.385.0429\n\n\nnalexislindsay@yahoo.com\n\n\nSummary: Versatile business leader with expertise in logistics, software, and project management. Adept communicator and relationship builder, driving operational excellence and innovation.\n\n\nAcadly, Inc. \u2013 2013 San Francisco, CA\n\n\nCustomer Success Manager, 2022 -2023\n\n\nIncreased user satisfaction by 20% within a six-month timeframe by establishing and nurturing impactful relationships with users and administrators.\n\n\nGenerated a 15% surge in qualified sales leads over a quarter by implementing a dynamic outreach strategy, including personalized email campaigns and strategic calls.\n\n\nEnhanced data accuracy by 30% through meticulous consolidation of interaction data in the CRM system.\n\n\nBoosted conversion rates by 10% over a targeted period by strategically mapping accounts, identifying key decision-makers, and gaining insights into budgetary considerations.\n\n\nCommercial Fire \u2013 Jacksonville, FL\n\n\nPremier Affiliate Service Coordinator, 2022 \u2013 2022\n\n\nAchieved an 86% on-time completion rate for fire systems' annual and quarterly inspections.\n\n\nSuccessfully managed a rolling portfolio of fire systems work orders totaling over \$500,000.\n\n\nRevature \u2013 Tampa, FL\n\n\nSoftware Development Associate, 2019 \u2013 2020\n\n\nDeveloped and debugged full-stack software applications individually and collaboratively utilizing technologies such as Oracle SQL, Java, Hibernate, Spring, HTML, JavaScript, and Angular 6, contributing to a 15% increase in overall system performance.\n\n\nCollaborated with other developers on a social media web-based application focused on creating a \u201cFacebook\u201d type community for the Software Development staff, resulting in a 20% increase in engagement among team members.\n\n\nCreated, designed, and programmed a web-based expense reimbursement system that provided, assisted, and tracked employee expense reimbursement submissions and approvals, reducing processing time by 25%.\n\n\nJacksonville Transportation Authority \u2013 Jacksonville, FL\n\n\nService Delivery Manager, 2019 \u2013 2019\n\n\nLed operations supervisors and bus operators to ensure safe and efficient delivery of transit services, achieving a 99.5% on-time performance rate.\n\n\nPlanned and led community engagement initiatives, including networking with several local businesses along key bus routes, resulting in a 10% increase in positive public relations sentiment.\n\n\nEnsured 100% compliance from contract employees to collective bargaining agreement through team-building and championing employee accountability and best practices, reducing labor disputes by 20%.\n\n\nPED Academy \u2013 Prague, Czech Republic\n\n\nEnglish Language Tutor and TEFL

Instructor, 2017 \u2013 2018\n\nCreated and presented interactive, challenging, and engaging English language lessons to learners aged 4-15 years old in group sizes ranging from 8-17, boosting student participation by 20%.\n\nDeveloped an innovative storytelling game for older students, which served to help develop their critical thinking and public speaking skills, leading to a 15% improvement in comprehension and communication skills.\n\nWrote, coordinated, and produced a holiday-themed theatrical performance by students, which allowed them to practice English language skills, public speaking, and performance arts, garnering positive feedback from parents and the community.\n\nCSX \u2013 Jacksonville, FL\n\nManager of Operations and Data Control, 2014 \u2013 2017\n\nCollaborated with internal customers and stakeholders to improve processes, document, report, and address line-of-road mechanical incidents, productivity, and safety metrics, reducing incident rates by 15% and improving productivity by 10%.\n\nProvided operations support and guidance to field employees to maintain an optimal car and locomotive repair shop and service center performance, achieving a 99.5% on-time repair completion rate.\n\nCommunicated extensive progress reports to Senior Executive Leadership, demonstrating a 20% increase in overall operational efficiency.\n\nPlanned, coordinated, and facilitated line-of-road repair, derailments, and wrecking services and managed 1,000+ locomotive repair support calls per month, earning the #1 responder designation for timely problem resolution and escalations.\n\n\nService Center Manager, 2013 \u2013 2014\n\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, achieving a 97.9% service center quality assurance rating, surpassing industry benchmarks by 1%.*\n\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, reducing incident rates by 20% compared to industry averages.\n\nCultivated a safety-first employee culture by implementing the latest in best practices and quality assurance standards, resulting in a 15% increase in employee safety awareness and engagement.\n\nCanadian Pacific \u2013 Minneapolis, MN\n\nCollector, 2012 \u2013 2013\n\nManaged outstanding accounts and generated past-due invoices and collections correspondence, recovering over \$2 million in past-due revenue and reducing collection costs by 10%.\n\nResolved contractual and billing concerns to bring accounts current and investigated unapplied funds from over-payments, identifying and recovering over \$500,000 in unapplied funds.\n\nSuccessfully kept past-due balances, on all accounts, under \$150K, exceeding company targets by 40%.\n\nReduced outstanding balances on revolving accounts by 35% through working relationships with customer accounts-payable employees, strengthening customer relationships and improving payment collection efficiency.\n\nReduced unapplied funds on accounts by 65% through investigative, detailed accounting, demonstrating exceptional attention to detail and financial acumen.\n\n\nCustomer Service Operations Representative, 2005 \u2013 2011\n\nProvided customer service operations and clerical support to internal stakeholders (operations managers, train masters, and conductors) and freight transportation service customers, consistently exceeding customer satisfaction expectations.\n\nPresented database reports, validated data, and relayed train movements with 99.9% accuracy, ensuring timely and informed decision-making.\n\nBuilt relationships with and mentored 15 newly on-boarded staff, fostering a positive and productive work environment and reducing onboarding costs by 15%.\n\nMaintained 100% hazardous material documentation compliance through strict adherence to industry best practices and Federal Railroad Administration regulations,

demonstrating a commitment to safety and regulatory compliance. \n\n\n\nEDUCATION\n\n\n\nM. A. Organizational Leadership, Claremont Lincoln University \u2013 Claremont, CA Expected completion September, 2024\n\n\nM.P.M Project Management, Rome Business School \u2013 Rome, Italy\n\n\nCustomer Success Fellowship, SV Academy, \u2013 San Francisco, CA\n\n\nTEFL Certification, The Language House \u2013 Prague, Czech Republic \n\n\nB. S. Business Administration, Metropolitan State University \u2013 St. Paul, MN\n\n\n2024\n\n\n\n2023\n\n\n2022\n\n\n2017\n\n\n2012", "title": "achievement resume.docx", "tether_id": null, "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"command": "context_stuff", "is_visually_hidden_from_conversation": false, "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "de709f30-e37f-4898-86fd-9b4afb5649cd", "request_id": "8d8526e778eaba8c-MXP", "timestamp_": "absolute"}, "recipient": "all", "channel": null, "parent": "de709f30-e37f-4898-86fd-9b4afb5649cd", "children": [{"id": "9b1051ad-20fb-40c8-b1c9-2612e326bbe4"}], "9b1051ad-20fb-40c8-b1c9-2612e326bbe4": {"id": "9b1051ad-20fb-40c8-b1c9-2612e326bbe4", "message": {"id": "9b1051ad-20fb-40c8-b1c9-2612e326bbe4", "author": {"role": "tool", "name": "myfiles_browser", "metadata": {}}, "create_time": 1729890207.661316, "update_time": null, "content": {"content_type": "text", "parts": ["All the files uploaded by the user have been fully loaded. Searching won't provide additional information."]}, "status": "finished_successfully", "end_turn": null, "weight": 1.0, "metadata": {"is_visually_hidden_from_conversation": false, "message_type": null, "model_slug": "gpt-4o", "default_model_slug": "gpt-4o", "parent_id": "c5ac802b-6f6e-424d-b015-a6cee519be14", "request_id": "8d8526e778eaba8c-MXP", "timestamp_": "absolute"}, "recipient": "all", "channel": null, "parent": "c5ac802b-6f6e-424d-b015-a6cee519be14", "children": [{"id": "2c340421-ccb6-4ba2-8084-6df8796b175f"}], "2c340421-ccb6-4ba2-8084-6df8796b175f": {"id": "2c340421-ccb6-4ba2-8084-6df8796b175f", "message": {"id": "2c340421-ccb6-4ba2-8084-6df8796b175f", "author": {"role": "assistant", "name": null, "metadata": {}}, "create_time": 1729890207.661386, "update_time": null, "content": {"content_type": "text", "parts": ["Here's a tailored resume draft for the Project Manager role at VEXXHOST, Inc., emphasizing your relevant project management experience and accomplishments aligned with the responsibilities for the position:\n\n\n---\n\n\n**Alexis Lindsay** \n\nPhone: +1 904.385.0429 | Email: alexislindsay@yahoo.com \n\n\n---\n\n\n### **Professional Summary**\n\nDynamic Project Manager with a strong background in IT and operations, adept at leading complex projects from inception to completion in fast-paced environments. Skilled in client communication, process improvement, and cross-functional team leadership. Proven expertise in using project management tools and methodologies to deliver high-quality outcomes on time and within budget.\n\n\n---\n\n\n### **Key Skills**\n\n- Project Management & Leadership\n- Cloud Solutions & IT Support\n- Client Communication & Relationship Building\n- Risk Assessment & Mitigation\n- Process Improvement & Operational Efficiency\n- Microsoft Office Suite & CRM Systems\n\n\n---\n\n\n### **Professional Experience**\n\n\n**Customer Success Manager** \n\nAcadly, Inc., San Francisco, CA* \n\n2022 - 2023 \n\n- Enhanced client satisfaction by 20% through consistent relationship management, aligning project milestones with client expectations.\n\n- Increased data accuracy by 30% via CRM data consolidation, improving decision-making and reporting for ongoing client support projects.\n\n- Generated a 15% rise in qualified leads by implementing targeted client outreach, demonstrating a keen ability to manage and prioritize multiple client engagements.\n\n\n**Service Delivery Manager** \n\nJacksonville Transportation Authority,

Jacksonville, FL* \n2019 \n- Directed an operations team to achieve a 99.5% on-time performance rate, consistently meeting service delivery metrics in high-demand scenarios.\n- Reduced labor disputes by 20% by fostering a culture of accountability and team collaboration.\n- Collaborated with cross-functional teams and community stakeholders to increase public relations sentiment by 10%, enhancing service visibility.\n\n**Manager of Operations and Data Control** \n*CSX, Jacksonville, FL* \n2014 - 2017 \n- Led projects addressing operational efficiency and safety, achieving a 99.5% on-time repair rate and a 20% boost in productivity.\n- Oversaw 1,000+ monthly repair support calls, ensuring timely resolution and earning a #1 responder designation.\n- Enhanced process transparency by delivering detailed progress reports to executive leadership, fostering trust and strategic alignment.\n\n**Software Development Associate** \n*Revature, Tampa, FL* \n2019 - 2020 \n- Designed a web-based expense system that reduced reimbursement processing time by 25%, optimizing operational workflows.\n- Developed full-stack applications using Java, Oracle SQL, and Angular, contributing to a 15% increase in system performance and team productivity.\n\n---\n\n### **Education**\n\n- **M.P.M., Project Management** - *Rome Business School* (2023)\n- **M.A., Organizational Leadership** - *Claremont Lincoln University* (Expected September 2024)\n- **Customer Success Fellowship** - *SV Academy* (2022)\n- **B.S., Business Administration** - *Metropolitan State University* (2012)\n\n---\n\n### **Additional Experience**\n\n- **Premier Affiliate Service Coordinator** \n*Commercial Fire, Jacksonville, FL* \n2022 \n- Managed a \$500,000 portfolio of service work orders, achieving an 86% on-time completion rate for fire safety inspections.\n\n- **Customer Service Operations Representative** \n*Canadian Pacific, Minneapolis, MN* \n2005 - 2011 \n- Exceeded customer satisfaction benchmarks through effective issue resolution and mentorship, reducing onboarding costs by 15%.\n\n---\n\nThis version of your resume highlights relevant project management, IT experience, and client-facing skills. Let me know if you'd like any adjustments."}], "status":

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