

Angie Coleman

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Co-Founder/Dir. of Partnerships/Outreach Reboot Safety, Oakland, CA - July 2016 - Present

- Co-launch organization from ground floor
- Partner with mission-aligned local organizations to co-create
- Create organization's programs and offerings
- Run Reboot Weekends and events
- Grantwriting, fundraising, and managing donors
- Content writing and creation
- Wearing all of the hats

Account Manager, CodeHS, San Francisco, CA - February 2016 - September 2016

- Onboard, setup, and support schools/teachers as they use CodeHS (welcome deals, setup classes, collect data, connect with teachers and admins)
- Be an expert on the CodeHS platform, services, tools, and product
- Customer Success and Support to all existing accounts
- Manage the renewal process (track, report, expand deals, and share progress w/ team)
- Onboard teachers for Professional Development + Grade & support along the way
- Meet and exceed renewal quotas
- Manage and oversee the CodeHS online teacher community and forum
- Hold project hat for creating, streamlining, and implementing the school onboarding process

Interim CEO, BASA Collective, San Francisco, CA — August 2015 - November 2015

- rebranded the company by creating a vision, plan, new design, and market strategy
- designed a successful sales strategy and increased sales by over 200% in 2 months
- led all growth efforts by mapping out needed hires
- grew BASA from 3 generalist to 16 people working in new orgs (drivers, dispatch/orders, marketing, the business)
- created the social strategy, setup all internal tools, and oversaw all aspects of the business

Developer Relations Manager, Zendesk, San Francisco, CA – February 2015-August 2015

- worked 1:1 with external developers to troubleshoot and guide their use of Zendesk's API
- created and published a detailed N00b guide for new developers using the API
- restructured the developer blog and doubled the number of blog posts by having internal and guest developers contribute to it
- supported technical executives and partners with adoption and best practices when using the API.

Engineer Team Coordinator, Dropbox, San Francisco, CA – November 2013-February 2015

- enhanced Dropbox engineer team culture by hosting team bonding events
- launched an internal coding club for non-technical employees and successfully built 2 internal apps that are used everyday by Dropboxers
- managed all non-technical projects and removed stress and work from engineer leads
- spearheaded the first Dropbox recruiting trip to historically black colleges and universities
- led the Black Dropboxers Employee Resource Group

Project Manager, SOLD., Boston, MA – June 2013-November 2013 (acquired by Dropbox)

- automated the product pricing algorithm by researching user behaviors and needs
- managed the pricing and marketplace team: hired a support team and trained new hires
- wrote copy for the website and social channels: increased users by over 100%
- worked with engineering and marketing to oversee the status of projects
- SOLD. was acquired by Dropbox

Jobs Prior to June 2013

- Tech Recruiting - 9 months
- Sales Consultant - 13 months

Education

University of Massachusetts, Lowell, MA – BA, History, 2010, *Cum Laude*

Skills

Business: Operations, Project Management, Social Media, Sales + Account Management

Technical: Python, Django, Javascript, HTML/CSS, JQuery, API wrangling

Support: Customer Success, Recruiting, Website Management, Scripting

Creative: Technical Writing, Adobe Creative Suite, Event Planning, Copywriting