

Margaret Campbell

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Personal Statement: Through iterating, breaking things, and rebuilding my mistakes, I discovered my passion for human-centered design. I never miss the opportunity to ask the dumb questions.

July 2013 to Present

| Project Insight by Metafuse

| Irvine, CA

PI#champion promoted from Customer Success Manager from Business Development

- Assists future product direction, UI/UX, & human centered design based on user interviews
- Copywriter for product support content on our public website, blogs, social media, and email
- Product trainer
- Crafts content to further promote PI products, services, and brand
- Researches, tests, and advises on industry software trends, behaviors, and practices
- Promotes storytelling and evangelizing through our clients' successes
- Recommends and set client expectations on best practices for successful use of Project Insight
- Product specialist for prospect demonstrations for business development team
- Evangelizes PI products and brand in outward facing events (public speaking, trade shows, business events)
- Builds proof of concepts and SOWs for integrations, reporting, and demonstrated internal and external capabilities
- Responsible for coaching and the retention performance of staff of four employees
- Built lasting relationships to foster widespread loyalty to the Project Insight brand
- Contributing employee to a start-up, project management Software as a Service (SaaS) team

November 2017 to May 2018

| University CA, Irvine

| Irvine, CA

User Experience/User Interface Bootcamp

- See student portfolio here [Insert link to Portfolio]

January 2008 to July 2013

| JPMorgan Chase Bank, N.A.

| Spokane, WA; Laguna Niguel, CA

Assistant Branch Manager promoted from Sales & Service Associate, Senior Teller, Teller

- Jan 2013: Not only achieved a required "Satisfactory" audit for compliance but passed with no reportable findings, also known as a "perfect audit"
- Managed 18 employees to meet expectations for accuracy, balancing, sales production, knowledge of federal regulations, knowledge of procedures
- Delivered corrective action regarding attendance, accuracy and performance issues
- Wrote and delivered performance reviews for the midyear and year-end periods
- Encouraged career development through promotion and skill building, created and implemented action plans for employees looking to grow within Chase
- Solely built branch schedule for all staff members monthly
- Successfully helped to maximize branch profitability while minimizing risk, evidence found in branch's second tier ranking among national peers in Profit and Loss ranking

August 2007 to January 2008

| American Red Cross

| Kennewick, WA

Health and Safety Services Director

September 2005 to January 2008

| American Red Cross

| Spokane, WA

Health and Safety Services Support Specialist/Business Instructor

August 2003 to May 2007

| Gonzaga University

| Spokane, WA

Bachelor of Arts

- Graduated Magna Cum Laude (GPA 3.71)