| Cedar Williams | horizontal line Cedar Williams 7414 S 128th St,  Seattle, WA 98178  (206) 719-3522  cedarwilliams3@gmail.com |
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| **ㅡ** **Skills** | horizontal line   * Over 2 years of experience in fast-moving startup environment * Proven success in fast paced environments * Execute with accountability * Taking on new initiatives, tackling challenges and unblocking obstacles * Thrive in collaborative environments * Candid and constructive communication style * Strong cross-functional collaboration skills * Solicits and implements feedback frequently * Advocates for users across organization * Mission driven: I believe a great team can drive retention and enhance consumer trust * Friendly and outgoing, I love to work with people! |
| **ㅡ** **Experience** | horizontal line Possible Finance/Product Marketing Community Manager May 2022 -August 2022 / Seattle Washington   * Planned, developed, and implemented an external testing community of users recruited to test our new credit card * Worked closely with the product team to surface and solve bugs before pilot * Sent weekly research feedback surveys to community members * Conducted interviews and online events with members * Planned and created engaging content for the community * Worked with growth and creative teams to create user generated content for marketing purposes  Possible Finance/Social Media Manager June 2020 -May 2022/ Seattle Washington   * Responsible for managing all organic social channels including content creation, strategy development, and moderation * Planned and executed social media contests and sweepstakes * Developed an organic growth strategy to grow our following from nothing to over 10K on Instagram * Developed influencer strategies and campaigns on Instagram and TikTok and A/B tested the performance of each * Created a Cameo content strategy for organic and paid social * Managed all online reviews and ratings * Handled Better Business Bureau complaints and escalations  Possible Finance/Customer Success Associate January 2020 -June 2020/ Seattle Washington   * Supporting app users via email through Zendesk * Troubleshooting account, payment, and loan related issues using an internal database * Manually underwriting loan applications * Working closely with the product team to surface pain points and improve usability * On boarded and developed process for internal QA software tool * Working closing with marketing team to monitor social channel support requests  Whole Foods Market/ Support Supervisor June 2019-Present/ San Luis Obispo California   * Providing outstanding customer service to all customers, including special orders, returns, and overall customer experience at our store * Troubleshooting technical issues with POS systems and collaborating with the Global Help Desk to resolve issues quickly * Using Workday to manage team members time off requests and payroll * Ensuring a positive work environment for all members of my team by being a resource to new and experienced team members and offering clarity in tricky customer situations * Running daily breakboard and schedule for team members * Completing all accounting tasks quickly and accurately, including daily audits of registers and compiling daily sales reports for our region * Maintaining excellent communication with team, store, and regional leadership to ensure the everyday success of my team and store * Constantly recognizing and rewarding the hard work of all team members, especially on stressful days * Communicating with customers and leadership over the phone and through email  Cafe Solstice / ManagerJune 2016 - June 2019 Seattle, WA  * Ensuring positive customer experiences * Scheduling team members and resolving workplace conflicts * Running cafe social media accounts and interacting with online clients and potential customers * Coordinating gallery and performing art space  Sunshine Yogurt/ BaristaJune 2013 - April 2015, Bainbridge Island, WA  * Counter/cashier * Handling cash * Greeting customers/taking orders * Making custom drinks and smoothies * Opening/closing |
| **Awards**  **Education** | Team Member of the Month /**Whole Foods Market/November 2019**  Voted on by all Store Support team members to recognize outstanding job performance and positive attitude at work everyday  Recognized for going above and beyond in new leadership role Seattle Central College/ Associate Degree Seattle, WA  Women and Gender Studies, Environmental Science Bainbridge High School / High SchoolClass of 2015, Bainbridge Island, WA AP Student and Debate team captain. |
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