



# LEAH ERICKSON

## CONTACT

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## EDUCATION

**Grand Valley State University**  
**2012-2017**  
**Bachelor of Science, Liberal Studies,**  
**Emphasis Business Leadership**

*Multidisciplinary education with a curriculum of natural sciences, social sciences, and humanities, emphasizing interpersonal and conflict management skills, creative and critical decision making and leadership integrity*

**University of Utah Coding Boot Camp**

*Developing knowledge and skills in HTML, CSS, JavaScript, and Git*

## SKILLS

Time Management  
Verbal & Written Communication  
Problem Solving  
Adaptability  
Collaboration

## HOBBIES

Volunteering with Planned Parenthood  
Association of Utah  
Skiing  
Mountain Biking

IT Specialist, with a background in sales and retention, skilled in technological communication, earning a coding certificate from the University of Utah, with the goal to work in software development.

## WORK EXPERIENCE

**Worldwide Express Corporate, IT Specialist**  
**September 2022–Present**

Manage Outlook email que, troubleshooting issues experienced by franchise owners and external users on new technology.  
Manage two Salesforce ques, troubleshooting issues experienced by franchise owners and external users on old technology.  
Liaison between development teams and franchise owners, facilitating communication between both parties on technology issues.  
Create cases in JIRA showcasing technology issues and their resolutions for development teams to resolve.

**Worldwide Express Corporate, Navigator Trainer**  
**January 2022–September 2022**

Created a detailed Salesforce training program for internal users, focusing on efficient customer onboarding processes and features of the customer relationship management software.  
Taught small group training sessions via video conferencing, for internal users.  
Provided support to the first rounds of external users of the new technology, by way of troubleshooting technical issues and providing step by step demonstrations.

**Unishippers/Worldwide Express Corporate, Account Manager**  
**October 2019–December 2021**

Responsible for retaining a book of business that consisted of 250 mid-size companies.  
Built and maintained relationships with key decision makers to secure revenue and identify opportunities for revenue growth.  
Tracked weekly, quarterly and monthly shipment data for analysis to provide adequate pricing and services.  
Managed diverse lines of business and demonstrated consistent margin growth resulting in the promotion to Senior Account Manager in 2021.

**Unishippers Launch Logistics, Account Executive**  
**July 2018–October 2019**

Generated leads through internet research and customer referrals, prospecting potential clients via phone calls and email.  
Onboarded qualified businesses by determining needs, delivering solutions, overcoming objections, and demonstrating value.  
Increased revenue by over 50% in period 12 of 2018 and achieved all sales goals for 2018.