

# Erin Quigley Broccolo

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## WORK HISTORY:

### Executive Assistant/Resume Writer

April 2014 - Present

Phoenix Staff, Inc, Phoenix, AZ

- Reviews, writes, and edits resumes for technical/IT job candidates in order to create an impactful first impression for clients
- Writes and edits descriptions for online job postings (mainly for technical/IT positions)
- Manages administrative functions to ensure all paperwork is processed efficiently and in a timely manner; new hire paperwork: W-2, I-9, work schedules, agreements and contracts; Requests For Information (RFI), Requests For Proposal (RFP), etc.)
- Document writing and editing
- Uses COMPAS recruiting software for organizing and prioritizing available positions, candidates, contact, and submissions
- Manages and grows company's social media presence through LinkedIn, Facebook, and Twitter
  - More than doubled LinkedIn followers in first year managing page from 162-400
  - Gained 55 "Likes" in first year on Facebook
  - Created Twitter account and accumulated 24 followers in first 10 months
- Writes and edits blog posts for CEO and educational portal
- Assists with organization, planning, and implementation of IT professional networking events in Phoenix, Austin, and Las Vegas
- Makes minor changes to company website as needed, and as able, using HTML, Sublime Text 2, and FileZilla
- General office management duties: researches and orders office supplies and equipment; light phones; bank deposits; entering payables into QuickBooks; ordering Certificates of Insurance; planning and booking company travel; etc.

### Online Search Engine Assessor

December 2013 - April 2014

Independently contracted with Lionbridge Enterprise Crowdsourcing (part time)

- Assesses search engine results for accuracy and helpfulness in order to increase the relevance of search results and optimize keywords
- Utilizes time management in order to independently complete tasks from home

### University of Phoenix

February 2012 - December 2013

### Technician I (Technical Support)

July 2013 - December 2013

University of Phoenix, Technical Assistance Center, Phoenix, AZ

- Provided technical assistance to university applicants, students, staff, and instructors
- Provided support and troubleshooting for university specific online classroom environments, university and financial application websites, online Pearson labs (mymathlab, myspanishlab, etc.), ebooks, student records databases, instructor portals and grade books, browsers (Internet Explorer, Google Chrome, Firefox), Microsoft Suites, and basic PC and MAC support

**Contact Center Specialist - Special Projects**

February 2012 - July 2013

University of Phoenix, AECCSS (Apollo Enterprises Contact Center Shared Services), Phoenix, AZ

- Utilized a conversational tone and excellent customer service in order to accurately direct student to an appropriate advisor
- Provided initial university information while addressing concerns and objections
- Multitasked between computer programs while maintaining skillful, courteous, and confident tone with potential students
- Selected as a level two Contributor for the AECCSS KCS Knowledge Base; wrote articles and edited others articles for content, grammar, style, and formatting; learned and utilized basic HTML

**Animal Behavior Counselor/Adoption Counselor**

November 2007 - August 2011

Arizona Animal Welfare League and SPCA, Phoenix, AZ

- Coordinated with county employees to prioritize, behaviorally evaluate, and select animals for intake
- Evaluated new animals, assigned adoption criteria, and identified animals requiring behavior modification protocols
- Wrote creative and attention grabbing biographies for website to increase dog and cat adoptions
- Executed behavior modification protocols (food aggression, fear, handling sensitivities, etc.)
- Assisted the public in a customer service capacity to match adopters with potential pets

**Personal Assistant**

January 2007 - November 2007

Taylor Media Group; Melanie and Richard Taylor, Mesa, AZ

- Assisted in production company operations and completed daily errands for the Taylor Family

**Co-Owner/Operator**

May 2005 - December 2006

Riley's Ruff House Doggie Day Care, Tempe, AZ

- Conceived, developed, and implemented a successful model for a dog day care business
- Hired and managed staff, provided excellent customer service, performed invoicing, and administered daily operations

**Associate Producer/Office Manager**

June 2005 - October 2005

*Globe Guide* for Scripps' Fine Living Network; Scribble Chick, Ink, Santa Monica, CA

- Researched and wrote informational chyrons, lower thirds, and bumpers for broadcast
- Managed small production office (phones, scheduling, etc for Executive Producer/Owner)

**Set and Office Production Assistant, Producer's Assistant, Key Set P.A.**

October 2004 - June 2005

Various television commercial work, Los Angeles, CA

**2nd Second Assistant Director**

June 2004 - July 2004

*American Crude* (feature length); American Crude Movie, LLC, Los Angeles, CA**Script Coordinator / Researcher / Production Assistant**

March 2003 - February 2004

*The Great Adventure* for Scripps' Fine Living Network; Castle Creek Productions, Santa Monica, CA

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**EDUCATION:****Arizona State University, Tempe, AZ**

B.A., Broadcasting, Walter Cronkite School of Journalism and Telecommunication