EVA **MONTGOMERY**

A t l a n t a , G A

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Detail-oriented bilingual project, product, campaign, process, content and customer support management hybrid with a new expertise in full stack software development!

Combining my experience as being the "person" on the other side, with technology and German efficiency make me a unique blend and a great enrichment for every department.

SKILLS & COMPETENCIES

Project & Product management ▪ Campaign management ▪ Content generation and asset management ▪ Brilliant problem-solving skills ▪ Excellent written and verbal communicator ▪ Process Development ▪ Start-up background ▪ Skilled multi-tasker ▪ Fluent in German and English ▪ Special events planning ▪ Focused and driven
▪ Cross-functional team leadership

TECHNICAL SKILLS

Python ▪ JavaScript ▪ Node.js ▪ jQuery ▪ Express.js ▪ React/Redux ▪ HTML5 ▪ CSS3 ▪ AWS
▪ GIT ▪ PostgreSQL ▪ Node.js ▪ npm ▪ Bootstrap ▪ NGINX ▪ Ubuntu

FEATURED PROJECTS

Adopt and Chill | https://adopt-and-chill.surge.sh/
GitHub Repo | Video Walkthrough

Description:

- Adopt and Chill solves the serious problem of overcrowded animal shelters in a silly way but also using a currently discussed topic. The user enters a zip code, clicks on an image representing their preferred marijuana species (Indica, Sativa, or Hybrid), and receives two recommendations - a marijuana strain and an available shelter dog from PetFinder.com with similar characteristics.

Technologies used:

- HTML, CSS, JavaScript

FurEver 🐶 💕 It's a pawesome match! | https://furever.evamontgomery.net/
GitHub Repo | Video Walkthrough

Description:

- FurEver is a pet adoption website. The initial idea was, to create a website similar to a "matchmaking" page like Tinder or match.com. The current version lets a user browse through "adoptable" dogs and gives them also the option to list or edit a dog. The pets listed are only for demo purposes and are not actually adoptable.

Technologies used:

- HTML, CSS, Express.js, PostgreSQL, Node.js, Express.js, AWS, Bootstrap

blacQube   Atlanta, GA
Digital Community & Content Manager   July 2015 – July 2019
blacQube is a creative driven digital agency committed to developing immersive and relevant experiences in the digital and social realm.

Key Contributions:

- Project and Digital Community Manager for the AMG Private Lounge, a digital community exclusively for Mercedes-AMG owners with over 90,000 global members. Mercedes-AMG is the Mercedes-Benz sports car and high-performance brand.
- Managed and created exclusive brand-related digital content and email marketing campaigns in English and German for the AMG Private Lounge
- Worked cross-functionally with the Social Media and Website Team on strategy, new campaigns and vehicle launch plans
- Assisted in devising new strategies to drive web traffic to the AMG Private Lounge and implemented those ideas through web, email and social media outlets
- Point of contact for the digital communications team at the Mercedes-AMG Headquarters in Germany
- Identified, executed and documented improvements for processes, content, and lead generation
- Developed communication strategies to meet client objectives
- Detailed analysis of campaign, content and email results
- Successfully planned and managed AMG Private Lounge events across the US with over 700 attendees
- Assisted the development team with site functionality testing and testing of new features
- Managed a team of community support specialists that resolved issues on a global basis
- Created and analyzed targeted member surveys with Survey Monkeymarken mehrwert - brand added value AG Mannheim, Germany

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Product & Campaign Manager   February 2010 – July 2015
marken mehrwert assists international brand manufacturers with IT solutions in creating multichannel, cross-channel and omni-channel concepts in Europe.

Key Contributions:

- Managed Europe-wide retailer and consumer campaigns by leading brands in consumer electronics
- Clients managed included Sony Europe Limited, Samsung Electronics, Sharp, Panasonic, LG, Philips and Procter & Gamble
- Acted as liaison between the different departments (IT, Sales, Management, Customer Service)
- Provided new website functionality and design features to the management and development department to improve the overall user experience
- Set the requirements for a new website, ticketing system for the Customer Service department and FAQ system and worked closely with the development department on successfully building and deploying these
- Tested new deployments and tracked bugs in Jira
- Established, implemented and documented new processes from the ground up which were adapted by all departments
- Collaborated closely with the management, project managers, sales- and IT-department on strategy and new campaigns
- Oversaw various campaigns from conceptualization to completion
- Daily point of contact for the client marketing departments and retailers across Europe
- Created, analyzed and presented statistical figures and reports
- Lead and managed the outsourcing of a French, Dutch and Polish customer service hotline
- Trained the customer service department on new campaigns and tools

Mannheimer Sprachendienst   Mannheim, Germany
Project Manager   May 2007 – February 2010
flexword (formally known as Mannheimer Sprachendienst) is a top provider among quality language service companies.
<u>**Key Contributions:**</u>

- Directed all phases of complex translation projects from more than 1,000 customers from industry, business, science & research and state institutions. These phases included creating quotes, order acceptance, negotiations, subject-specific search for academically trained professional translators, proofreading and customer billing.
- Answered customer queries in person, by telephone and via e-mail in German and English
- Proofread completed translations to identify correct punctuation, grammatical and translation errors
- Identified accurate equivalents for highly nuanced terminology, words and phrases by cross-referencing specialized dictionaries and thesauruses.
- Reviewed and updated existing translations to conform to contemporary trends and developments in English and German language communication
- Worked with clients to establish translation requirements and scope, checking in following submission of work to verify satisfaction and understanding
- Provided full English to German and German to English translation services
- Duplicated style and flow of original documents
- Maintained a database of more than 6,500 specialist translators, interpreters, specialist proofreaders

E D U C A T I O N & T R A I N I N G

DigitalCrafts – 16-week intensive, full-time immersive program, Software Development   **November 2019 – Present**
DigitalCrafts is a top-rated coding bootcamp teaching the fundamentals of programming through an intensive classroom experience, transforming beginners into full-stack software engineers with cutting-edge skill sets. intensive, full-time accelerated learning program. Languages learned included Python and full stack JavaScript, Node.js, Express, PostgreSQL, React/Redux, and HTML/ CSS. Graduation anticipated on March 12, 2020.

Associate: **Management Assistant for Office Communication**   **2010**
Max-Hachenburg Schule   Mannheim, Germany
German Degree: Kauffrau für Bürokommunikation
This apprenticeship is equal to an Associate Degree. The German dual training education program combines college classes with practical experience in a company.

Associate: **Business Assistant Foreign Languages (English and French)**   **2006**
Julius-Springer Schule   Heidelberg, Germany
German Degree: Staatlich geprüfte Wirschaftsassistentin mit Fremdsprachen

C E R T I F I C A T I O N S

- IHK Certification (German Chamber of Industry and Commerce) as a Management Assistant for Office Communication
- Advanced Google Analytics
- Google Activate customer-centric marketing
- Google Video in Campaign Manager
- Udemy: Customer Success Manager 101: Foundations to your CSM career
- LinkedIn Content Marketing: Social Media