Eva **Montgomery**

Atlanta, GA

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[https://github.com/eva-montgomery](https://github.com/eva-montgomery/)

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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.*** |

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| **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

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| **TECHNICAL SKILLS** |

Python ▪ JavaScript ▪ Node.js ▪ jQuery ▪ Express.js ▪ React/Redux ▪ HTML5 ▪ CSS3 ▪ AWS

▪ GIT ▪ PostgreSQL ▪ Node.js ▪ npm ▪ Bootstrap ▪ NGINX ▪ Ubuntu

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| **FEATURED PROJECTS** |

[**Adopt and Chill**](https://adopt-and-chill.surge.sh/) | <https://adopt-and-chill.surge.sh/> December 2019

[GitHub Repo](https://github.com/eva-montgomery/adopt-and-chill) | <https://github.com/eva-montgomery/adopt-and-chill>

[Video Walkthrough](https://www.youtube.com/watch?v=I0PX4Sw4m1M&feature=youtu.be) | <https://www.youtube.com/watch?v=I0PX4Sw4m1M&feature=youtu.be>

**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/) | <https://furever.evamontgomery.net/> January 2020

[GitHub Repo](https://github.com/eva-montgomery/furever) | <https://github.com/eva-montgomery/furever>

[Video Walkthrough](https://www.youtube.com/watch?v=n56pePKVP0w&feature=youtu.be) | <https://www.youtube.com/watch?v=n56pePKVP0w&feature=youtu.be>

**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

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| **PROFESSIONAL HISTORY** |

blacQubeAtlanta, 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 Monkey

marken mehrwert - brand added value AGMannheim, Germany

**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 SprachendienstMannheim, Germany

**Project Manager** May 2007 – February 2010

*flexword (formally known as Mannheimer Sprachendienst) is a top provider among quality language service companies.*

**Key Contributions:**

* 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

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| **EDUCATION&TRAINING** |

DigitalCrafts – 16­week intensive, full­time 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*

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| **CERTIFICATIONS** |

* 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