

**Sophie K. Shawmut**

Innovative Project Manager and   
Program Management Wizard

About

I am a project management professional passionate about seeing ideas come to fruition. I am proficient in project and event management, cross-team communication, and best-in-class customer service. I am experienced in coordinating logistics, scheduling, and personnel for various small and medium-scale events. I enjoy finding creative solutions across customer service, marketing, and web development initiatives.

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Experience

**Operations Coordinator**

Boston Community College  
Boston, MA   
 July 2015–Present

Supported operations and facilities management at busy two city block urban campus, ensuring ongoing event support for ~500 students, as well as managing major event days throughout the year, including Commencement (~2000 attendees).

* Responsible for ongoing room reservations and bookings across 18 buildings buildings, as well as providing support for four virtual classrooms
* Created and piloted new digital ticketing system for facilities requests in two residence halls (152 student occupancy), resulting in faster response to dorm room emergencies and easier maintenance tracking for facilities improvements
* Operations liaison to multiple departments, including Faculty, Student Services, Admissions, Marketing and Communications, and more
* Supported operations staff at major events, including Commencement (~2000 attendees), Student Welcome (~500), and Admissions Days (~200 each)
* Managed 75 Commencement volunteers, including coordination, scheduling, training, and day-of management

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**Bookseller**

Mission Books  
San Francisco, CA   
June 2009–June 2015

Bookseller and events coordinator at urban independent bookstore, responsible for inventory tracking that reduced shrink, events management that increased revenue by 27% per event, and revamping the website to better streamline purchasing.

* Coordinated weekly readings and other events, including author communication, marketing and social media, stock ordering, event setup and breakdown; events increased our visibility in the community, and increased store revenue 27% per event day
* Oversaw receipt, placement, and tracking of constantly-rotating inventory to ensure 12% less shrink and that customers could find products easier
* Delivered best-in-class customer service with positive customer feedback
* Revamped store website to create better system for ordering, increasing store sales by 32% YOY

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Education

**Auburn High School**

High School diploma, GPA 3.8  
2005-2009, Auburn, CA

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Skills

* Event planning and oversight
* Administrative coordination
* Logistics
* Scheduling
* Creative innovation
* Problem-solving
* Excel/MS Office
* WordPress
* SQL
* Business writing

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Credentials and Certifications

Google Project Management Certificate, May 2021

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Recommendations

Monte Tan

Program Manager, PMP

Sophie’s attention to detail (literally every detail!) made even week-long major events run without a blip. She’s incredibly organized, knows everyone in the office, and gets things done. If you ever get the chance to work with her, take it!