**Sophie K. Shawmut**

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Motivated project management professional passionate about bringing ideas to life. Proficient in project and event management, cross-team communication, and best-in-class customer service. Enjoys finding creative solutions in customer service, marketing, and web development initiatives.

**CORE COMPETENCIES**

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| * **Event planning and oversight** * **Event and meeting scheduling** * **Cross-team event logistics** | * **Administrative coordination** * **Creative innovation** * **Problem-solving** |

**PROFESSIONAL EXPERIENCE**

**Operations Coordinator**, Boston Community College, Boston, MA (July 2015–Present)

Supported operations and facilities management at a busy urban campus, ensuring ongoing event support for ~500 students, as well as managing major event days throughout the year.

* Responsible for ongoing room reservations and bookings across 18 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 students), resulting in faster emergency response time and maintenance improvements
* Supported operations staff at major events, including Commencement (~2000 attendees), Student Welcome (~500), and Admissions Days (~200 each)
* Managed 75 volunteers, including coordination, scheduling, training, and day-of management

**Bookseller**, Mission Books, San Francisco, CA (June 2009 – June 2015)

Bookseller and events coordinator at an independent bookstore, responsible for inventory tracking, events management, and revamping the website to streamline purchasing.

* Coordinated weekly readings and events, including author communication, social media, stock ordering, setup and breakdown; increased average revenue by ~27% on event days
* Oversaw receipt, placement, and tracking of constantly-rotating inventory to ensure 12% less shrink and make finding products easier
* Delivered best-in-class customer service with positive customer feedback
* Revamped store website to create better ordering system, increasing store sales by 32% YOY

**EDUCATION AND CERTIFICATIONS**

Google Project Management Certificate, April 2021

Auburn High School, Auburn, CA, High School diploma