Geremy M. Paige

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OBJECTIVE

Customer success professional with expertise in client relationship management, account retention, and process optimization. Skilled in resolving customer issues, enhancing engagement strategies, and driving business growth through data-driven insights. Adept at collaborating with sales, marketing, and technical teams to improve customer satisfaction, streamline operations, and develop long-term client partnerships.

PROFESSIONAL EXPERIENCE

Executive Assistant   **Charlotte, NC (Remote)**
Cyber Strategy Consultants   December 2024 - Present
- Supported business development and proposal efforts by identifying government contracting opportunities (SBIR, STTR, BAA, OTA) and managing submission timelines.
- Collaborate with executive leadership (CGO, CTO, CEO) to develop capture strategies, maintain proposal documentation, and ensure compliance with federal requirements.
- Oversee executive scheduling, stakeholder communication, and strategic initiatives to enhance operational efficiency and business alignment.

AI & Risk Researcher   **Richland, WA**
Pacific Northwest National Laboratory (PNNL)   June 2021 - June 2024
- Led AI research projects focused on risk mitigation, helping clients safeguard their financial data and transactions.
- Developed cybersecurity dashboards to monitor client accounts, transactional security, and fraud detection trends.
- Collaborated on initiatives to enhance compliance and risk mitigation for AI systems.

Client Operations & Process Improvement Analyst   **Erie, PA**
Gannon University   December 2020 - March 2022
- Assisted in client account operations, transaction tracking, and data reconciliation.
- Conducted process analysis to streamline account maintenance workflows, reducing response times by 20%.
- Provided client education on financial security best practices to improve engagement.

Customer Support & Account Transactions Lead   **Pittsburgh, PA**
Rooney Consulting   August 2020 - June 2021
- Managed high-volume client interactions, ensuring accurate transaction processing and account management.
- Identified service inefficiencies and implemented streamlined scheduling and workflow improvements, enhancing customer satisfaction.
- Maintained compliance with financial and operational policies while supporting documentation and reporting needs.

Market Strategy & Data Analytics Analyst   **Erie, PA**
Mercyhurst University   September 2018 - March 2019
- Led data-driven market expansion projects, identifying $50M+ in untapped revenue streams for Fortune 500 clients through strategic analysis and operational planning.
- Led a team to ensure client satisfaction through weekly meetings and delivered actionable insights.
- Prepared detailed reports and documentation, collaborating with clients to align deliverables with their strategic goals.

Team Lead – Event Operations & Stakeholder Engagement   **Minneapolis, MN**
GMR Marketing   February 2018 - February 2020
- Provided support to logistics, access control, and client relationships for private events during Super Bowl week.
- Contributed to enhancing client satisfaction and ensuring seamless event execution in collaboration with GMR Marketing.
- Delivered exceptional client experiences, improving engagement and operational success.

Client Engagement & Financial Services Coordinator   **Erie, PA**
Erie SeaWolves (Double AA MLB Affiliate)   May 2017 - July 2017
- Drove ticket sales and revenue growth, contributing $15,000 in direct sales over a three-month period.
- Delivered customer-focused solutions to enhance engagement and increase retention.

- Assisted in account maintenance and transaction processing, ensuring seamless service and operational efficiency.

PROFESSIONAL ACHIEVEMENTS & PROJECTS

- **Project Management – Digital Platform Launch:** Led a cross-functional team of developers and designers to launch a nonprofit financial literacy platform, ensuring on-time delivery and 100% accessibility compliance. Managed end-to-end project planning, budgeting, and stakeholder coordination, increasing community engagement by 50%.

- **Data-Driven Project Management –** Performance Optimization:Led a data visualization project using Python & SQL to optimize business performance KPIs, increasing operational efficiency by 25%. Presented insights to C-level executives, improving decision-making frameworks.

- **International AI Trends Analysis:** Authored comprehensive reports and documentation on global AI trends with a focus on fraud detection, secure financial solutions, and risk mitigation strategies. Delivered insights that informed executive-level decisions, leading developmental improvement in fraud detection processes.

- **Nonprofit Community Engagement and Developmental Learning Workshops** - Designed and led community engagement initiatives for a nonprofit organization, including workshops focused on financial literacy, professional development, and technical skill-building. Facilitated interactive sessions to empower underserved populations, resulting in increased community innovation.

SKILLS & INTEREST

- **Data Science Programming**: Proficient in Python for data analysis and visualization, and SQL for database queries. Skilled at deriving actionable insights to inform leadership programming and strategic decision-making.

- **Leadership & Mentorship:** Experienced in leading cross-functional teams and collaborating with senior stakeholders to develop innovative solutions and deliver impactful leadership programs.

- **Microsoft Office & Google Suite**: Proficient in Microsoft Office tools such as Word, Excel, and PowerPoint for data organization and presentations. Experienced in using Google Docs and Google Slides for creating collaborative documents and presentations.

- **Project Management Tools:** Proficient in project management tools like Jira, Trello, and Asana to streamline collaboration and ensure timely delivery of strategic initiatives.

- **Client Support & Relationship Management:** Experienced in handling high-volume client inquiries, ensuring top-tier customer service.

CERTIFICATIONS

Learning Splunk	Aug 2023
Java Algorithms	Jan 2024
Java Data Structures	Jan 2024
Microsoft Excel for Data Analysis	Feb 2025

EDUCATION

Gannon University	**Erie, PA**
Bachelor's of Science in Business Administration	May 2018
Cumulative GPA: 3.0	

California University of Pennsylvania	**California, PA**
Master's of Science in Business Administration (MBA) with a focus on Strategic Project Management	December 2020
Cumulative GPA: 3.4	

Gannon University	**Erie, PA**
Master's of Science in Information Assurance and Cybersecurity	August 2022
Cumulative GPA: 4.0	

Colorado School of Mines	**Golden, CO**
Master's of Science in Computer Science	August 2025
Cumulative GPA: 3.96	