

Christina Oliver

Skills

- Project Management
- Relationship Management
- Consulting
- Onboarding
- Training
- Adobe Creative Suite
- Video Editing
- eContent Management/HTML5
- Copy Writing/Editing
- Branding

Experience

Fidelity Investments; OSG FFAS Client Services Communications Team
Smithfield, RI

- Sr. Project Manager, Communications
- Sr. Communications Analyst
- Communications Analyst

June 2013-August 2016
June 2010-June 2013
September 2006-June 2010

- Managed multiple communications' projects using various mediums including cloud-based online presentations (e.g., Brainshark), online social media, intranet, and print media (e.g., flyers, posters, memos, letters).
- Envisioned, built, promoted, and implemented a social media page for our department of approximately 400 associates;
- Strategized, launched, and led *OSG FFAS CS Community Building*, an executive-level cross-regional initiative aimed at cross-educating Client Services departments and teams;
- Visualized, coordinated, and guided the creation and implementation of a Learning & Development game to encourage use of the Client Services Ribbit page, using Adobe Captivate;
- Drafted and distributed communications, edited videos, and assisted with organization and logistics for client-focused educational forums, with an estimated 100+ cross-regional associates in attendance; the forums encompassed Investment Professional visits, public policy presentations, and high-level Fidelity initiatives;
- Guided senior management on communications best practices that drove internal business objectives and enhanced associate engagement;
- Drafted, edited, and distributed executive-level memos, videos, and voice memos;
- Strategized and executed large-scale external communication plans for regulatory changes, policy updates, service recoveries, as well as fund events (e.g., launches, name changes, restructures, mergers);
- Created and distributed surveys for internal audiences via Survey Monkey and InsightExpress; gathered and shared results with key stakeholders.
- Completed Adobe Creative Suite courses at Rhode Island School of Design (RISD).

On-the-job technical-application experience:

- Adobe Acrobat Professional Illustrator, InDesign, and, Photoshop;
- Microsoft Excel, PowerPoint, Publisher, and Word;
- Survey tools: Survey Monkey, InsightExpress Management, and Google Docs;
- eContent management applications: Scala, JIVE;
- Email software: SilverPop/IBM Multi-media editing tools;
- Audacity sound editor;
- Handbrake video transcoder; Microsoft Movie Maker; Wondershare video editor and converter
- Web-based presentations/videos: Brainshark, Vimeo, ProShow Gold Slidehow.

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Fidelity Investments; National Financial Services Electronic Deployment Team

Boston, MA

-Sr. Technical Consultant

-Technical Consultant

July 2005-September 2006

September 2003-July 2005

- Built and integrated custom Websites and electronic products to best support broker/dealer clients' business models based on phone consultations and client feedback.
- Led meetings and presentations with clients, relationship managers, and customer service managers to discuss and train on new electronic products;
- Worked with Implementation, Product Management, Training, Client Management, Support, and Technology groups to build and implement new electronic products;
- Completed a course in Hypertext Markup Language (HTML) and a four-day course in Principle and Techniques of Project Management;
- Established and led the "Activities Committee," which coordinated holiday festivities and team outings.

Sr. Technical Analyst/June 2001-September 2003

Software Support Specialist/October 2000-June 2001

Operations Specialist/July 1998-October 2000

Education:

-Certificate in Technical Writing, **Northeastern University**, Boston, MA (GPA: 3.6)

-Associate's Degree in Liberal Studies, **Dean College**, Franklin, MA (GPA: 3.6)

Awards and Recognition (2006-2016):

Quarterly World Class Award: 2014, 2015

Monthly Impact Player Awards: 2013, 2014, 2016

Team Achievement Awards: 2009, 2010, 2011, 2012

Periodic Star Awards: 2006, 2007, April 2008, December 2008, 2012, 2013, 2014