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Heather Stevens

EXPERIENCE

SAGE Event Management, Obvio Software, remote — *Obvio Community Manager*

MAY 2021 - PRESENT

- Communicate with over one hundred and fifty software customers weekly across LiveChat, Help Desk (email), and social media; includes answering questions, offering insight into software usage, and celebrating customers who have used the software successfully
- Moderate community Q+A calls each week via Zoom; calls are designed to assist new software customers with initial setup and keep users up to date on the latest version of the software
- Foster relationships with frequent users to spread the word about the software platform; write and deliver marketing copy to bolster brand identity and help users talk about the platform in alignment with company brand standards
- Develop and write over fifty user guides for Obvio's Knowledge Base to help customers navigate the software and streamline the setup process
- Stay up-to-date on new versions of the software, including bug fixes, upgrades, and changes to the UI
- Update and revise Knowledge Base articles on a weekly basis to keep customers informed
- Collaborate weekly with developers to understand their current projects and discuss customer feedback and implementation of that feedback in new versions of the software
- Meet with Obvio customers in 1:1 onboarding meetings; these demystify the software for new customers, provide individual attention to each customer's unique needs, create lasting relationships with users
- Develop and implement onboarding process for new software users including: welcome email with links to the software's Knowledge Base and Facebook group, provide detailed initial set-up instructions, 1:1 meetings to walk through each component of the software, follow up emails to ensure customers feel supported throughout their setup process
- Responsible for tracking sales, refunds, and delinquent payments for all software customers
- Conduct data analysis of new software customer's intake surveys, present findings in detailed reports to developers and department head

Studio Three, Chicago, IL — *Master Instructor*

JUNE 2017 - MAY 2021

- Instruct a variety of class formats to groups of 2-400 clients - complete with applicable modifications and progressions based on client needs
- Audition, train, and monitor new instructors to maintain brand standards
- Work with studio owners to develop make and adjust class schedule to

align with the needs of clients
- Collaborated with the directors of the interval and yoga floors to oversee general operations of studios, provide feedback on instructors, relay client feedback, and plan special classes and events
- Invited to teach private classes for companies such as Fabletics, Niyamasol, RXBar, LuluLemon, Carbon38, and and BucketListers
- Fostered brand ambassadorships with brands such as Carbon38, Fabletics, and LuluLemon; consistent social media posts in alignment with company brand books, collaborated on virtual workshops and classes to increase visibility for brands
- Create new programs, weekly, for five unique formats including – BodyWeight Burn, 3x3, HiDef, Inferno, Torch
- Taught successful classes across many platforms including – in person studio classes, outdoor classes, Zoom, Instagram Live, Facebook Live
- Maintain personal Instagram following and contribute to the company's Instagram presence through photoshoots and story takeovers
- Create materials for and co-lead programming workshops to help fellow instructors program intelligent workouts for clients

CorePower Yoga, Hinsdale, IL — *Studio Manager, Yoga, Sculpt, Spin Instructor*

SEPTEMBER 2013 – MAY 2017

- Oversaw thirty employees; including scheduling over fifty classes per week, coordinating studio cleaning staff, hosting monthly all staff meetings, sending weekly update emails to staff and regional directors to ensure brand recognition across the country
- Responsible for training new employees on studio operations and MindBodyO sign-in software system
- Ran day to day operations for a 300+ client/week operation
- Took the lead on studio specific customer service and billing issues
- Coordinated studio cleaning and maintenance staff
- Auditioned and provided feedback to new and potential hires
- Certified RYT-200 hour yoga teacher
- Certified group fitness instructor via Yoga Sculpt certification
- Certified spin instructor
- Thirty cont. education hours through CoreRestore (Yin yoga) training, June 2015
- Thirty continuing education hours through advanced sequencing and anatomy workshop with Dr. Nolan Lee, January 2016
- Develop and teach beginner and advanced level vinyasa yoga classes to students ages 13-70 with a variety of experience levels
- Led Family Flow yoga in LaGrange and Oak Park to parents and children ages 5-10

Hinsdale Central High School, Hinsdale, IL — *English Teacher/Cross Country Coach*

JANUARY 2017 – JUNE 2017

- Instructed classrooms of sophomores and seniors in alignment with Illinois Common Core English curriculum standards
- Built lesson plans and assessments through backwards design and specific learning objectives
- Engaged in curriculum and assessment meetings with other high school English teachers to develop engaging and useful course material to accommodate a variety of student learning needs
- Utilized Google Drive to deliver and collect assignments to and from

students on a daily basis.
- Utilized Google Classroom to conduct weekly surveys of student progress towards learning objectives and track long-term project developments
- Contributed to IED meetings for students with special needs - including in classroom monitoring, conversations with parents, special education advisors, and the department chair
- Train twenty-five girls in distance running six days a week
- Produced several conference, regional, and state championship athletes
- Incorporate strength training, stretching, drills, and visualization techniques for top performance
- Coordinate with head coach and in school physical trainers to report injuries, practice times, log miles
- Communicate with athletic trainers to develop strength routines for injured athletes and to prevent injuries

EDUCATION

Northwestern University, Evanston, IL — *Full Stack Coding Bootcamp*

NOVEMBER 2021 – MAY 2022

HTML5, CSS3, JavaScript, jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, MongoDB, MySQL, Command Line, Git, Java

Included full build outs of applications using third party APIs, collaborating with other developers to conceptualize, build, and present large-scale projects

North Central College, Naperville, IL — *Secondary Education License, ELA*

JANUARY 2015 – DECEMBER 2016

Dean's List, 2015–2016

Student Teaching: Hinsdale South High School, 2016, Darien, IL

Licensure Acquired: December 20, 2016

George Washington University, Washington, DC — *B.A. English & French Literature, Creative Writing*

AUGUST 2009 – MAY 2013

Division 1 Scholarship Athlete, Cross Country

All-Conference Team Member, 2012 – 8th place finisher, East Coast Championship, 2012 All-Conference Scholar Athlete, 2010-2013