

Heather Stevens

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IL State Board of Education Licensed Teacher - Secondary Ed. English

EXPERIENCE

SAGE Event Mngmt/Obvio Software, remote— *Obvio Community Manager*

MAY 2021 - PRESENT

- Engage with software customers in Facebook group; including answering questions, offering insight into software usage, and encouraging customers who have used the software for its intended purpose
- Communicate with over one hundred (100) customers weekly via LiveChat and Help Desk to answer their specific Obvio software questions
- Developed and wrote over fifty (50) articles for Obvio's Knowledge Base to help customers navigate the software
- Consistently edited and updated software's Knowledge Base as the software enters new versions
- Moderate two-hour long community Q+A calls each week; these calls are designed to assist new software customers with initial setup and keep users up to date on the latest version of the software
- Communicate daily with the developer team about bugs in the software
- Individually built over a dozen virtual dashboards for testing and demo purposes
- Collaborated weekly with developers and department heads to discuss customer feedback and implementation of that feedback in new versions of the software
- Educate Obvio customers on the software's capabilities in the form of 1:1 meetings - these meetings demystify the software for new customers and I provide individual attention to each customer's unique needs
- Develop and implement onboarding process for new software users including: welcome email with links to the software's Knowledge Base, 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 software setup process
- Responsible for tracking sales, refunds, and delinquent payments for all software customers

Studio Three, Chicago, IL— *Master Instructor*

JUNE 2017 - MAY 2021

- Instruct a variety of class formats (both in-person and virtual) to groups of 2-400 clients - complete with applicable modifications and progressions based on client needs
- Audition, train, and mentor new instructors to maintain brand standards
- Work closely 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, and BucketListers
- 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 — *Yoga, Sculpt, Spin Instructor*

SEPTEMBER 2013 - MAY 2017

- Certified RYT-200 hour yoga teacher
- Certified group fitness instructor via Yoga Sculpt certification (ACE)
- Certified spin instructor
- Thirty cont. education hours through CoreRestore (Yin yoga) training, June 2015
- Thirty cont. education hours through advanced sequencing and anatomy workshop with Dr. Nolan Lee, January 2016
- Developed and taught 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*

JANUARY 2017 - JUNE 2017

- Instructed classrooms of sophomores and seniors in English curriculum
- Built lesson plans and assessments - operated under the backwards design model
- 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
- Contributed to IED meetings for students with special needs - including in classroom monitoring, conversations with parents, special education advisors, and department chair

Hinsdale Central High School, Hinsdale, IL — *Women's Cross Country Coach*

JUNE 2014 - JUNE 2017

- Trained twenty-five (25) athletes in distance running, six (6) days a week
- Produced five (5) conference, regional, and state championship athletes
- Incorporated strength training, stretching, drills, and visualization techniques for top performance
- Coordinated w/ head coach and in school physical trainers to report injuries, practice times, log miles
- Communicated w/ athletic trainers to develop strength routines for injured athletes and injury prevention

CorePower Yoga, Hinsdale, IL — *Studio Manager*

SEPTEMBER 2015 - AUGUST 2016

- Oversaw 25 employees daily
- Responsible for training new employees on basic studio operation 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

AirCycle Corporation, Lisle, IL — *HR & Accounting Assistant*

JUNE 2013 - OCTOBER 2015

- Worked in Excel, Word, MAS accounting software, and various online invoicing systems
- Assisted head accountant with daily accounts payable and receivable
- Developed comprehensive collections system which resulted in the recovery of over fifty thousand dollars in past due accounts
- Communicated via phone and email with over thirty different companies to send and receive updates on account statuses
- Met and collaborated with sales staff to develop payment plans for individual customers

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

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, 14th place finisher, East Coast Championship, 2012

All-Conference Scholar Athlete, 2010-2013

DC Reads Team Lead 2011-2013