

# ISABELLA TIGHE

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## EDUCATION

### Wellesley College

B.A. International Relations  
Spring 2019

### MIT Sloan School of Management

Cross-Registered Student  
Spring 2019

### Bootcamp: Complete Web Development

Fall 2020

## SKILLS

### Technical

- HTML
- CSS
- Microsoft Suite
- Slack
- Squarespace
- Illustrator
- Canva
- CRM
- Workflows

### Non-Technical

- Public Speaking
- Customer Service
- Event Planning
- Project Management
- Collaboration

## INTERESTS

- Minimalist Design
- Website Building
- Hiking
- Learning new Technologies
- Team Sports

## EXPERIENCE

### Microsoft:

July 2019 - Present

*Customer Experience & Success Engineer:*

- Responsible for technical advisement and complex issue resolution for Dynamics 365 Marketing features including email marketing, segmentation, subscriber lists, and third-party integrations
- Customer manager on collaborative team of engineers for 12-15 enterprise customers per week
- Recommend additional Microsoft technologies to customers depending on specific business needs
- Continuously exceed targets in customer satisfaction & case time resolution (4.8/5 customer survey rating)

Fall 2018

### R3 - Blockchain Company

*Marketing (Intern)*

- Researched, identified, and contacted Healthcare professionals to sell the Corda blockchain platform
- Created a go-to-market strategy to launch Corda's enterprise blockchain into the Healthcare industry
- Produced 20 new opportunities at the end of the project for R3 to pursue

Spring 2018

### KPMG

*Market Research (Intern)*

- Assisted in developing the LinkedIn Alumni network strategy to strengthen relationships with KPMG Boston alumni
- Produced and published office-wide weekly marketplace summaries covering industry trends
- Supported event planning, sponsorship strategies, and customer relationship building initiatives