Lauren Messemer

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Summary

Highly engaging, collaborative, and effective Customer Solutions Specialist with a passion for Software Development and Design. Currently pursuing my Masters in Science in Software Development at Boston University (23').

Experience

Product Change Specialist
McMaster-Carr

Feb 2023 - Present (5 months)

- Conduct comprehensive verification of product information within the McMaster-Carr catalog, ensuring accuracy and completeness.
- Proactively research alternative sourcing options when current vendors are unable to provide specific products, ensuring continuity of supply and minimizing disruptions.
- Engage in effective communication with suppliers, fostering strong relationships, and obtaining necessary information to evaluate product quotes and supplier literature for optimal replacement selection.

Web Designer
Freelance

Jan 2022 - Present (1 year 6 months)

– Effectively collaborated with the business owner to plan and construct company website, including; site designs, functionality, and navigation.
– Developed website design and functionality through HTML5 and CSS3, in addition to Wix Website interface.
– Carefully curated all composition, color, illustration, typography, and branding for website pages.

TCC Customer Solutions Specialist
McMaster-Carr

Jun 2021 - Jun 2023 (2 years 1 month)

– Develops and implements new strategies to proactively meet customer challenges to ensure customer satisfaction and retention.
– Curates creative, engaging, and meaningful customer interactions.
– Successfully identifies new business opportunities through comprehensive research and data analysis.
– Collaborates with sales, export, product, marketing, and account departments to optimize company operations.

Social Media Marketing Specialist
Lynée Alves - Expert Career Coach

Jan 2022 - May 2022 (5 months)

– Successfully leads the creation, delivery, and execution of social campaigns for Interview Like an Expert within various platforms to build awareness, engage players and grow and retain our audience.

– Effectively manages day-to-day activities including; writing and creating a wide variety of content, social media monitoring, community-outreach efforts, reporting, etc.

– Stays up to date on new social media tools, best practices, and how other organizations and companies are using them.

Facilitator
MasteryPrep

Jan 2021 - Dec 2021 (1 year)

– Provided individualized and highly effective instruction exclusively to students in low-income communities nationwide, in accordance with College Board curricula.

– Consistently increased student ACT scores by 20% in 4 hours – enabling and motivating students to pursue higher education.

– Leveraged diagnostic testing data and adapts content to students' needs for continuous improvement in test scores.

Consultant
iTutorGroup

May 2020 - Apr 2021 (1 year)

– Engaged with international clientele, providing a culturally sensitive and highly productive ESL learning environment.

– Analyzed descriptive data in order to develop personalized lesson plans to accelerate individualized learning.

– Consistently achieved a 9.85/10.00 rating from over 1500 respondents.

Promotional Representative
iTutorGroup

Oct 2020 - Nov 2020 (2 months)

– Collaborated with the iTutorGroup marketing department to produce and headline in an international promotional video for the company website.

– Final product can be found at the iTutor recruitment home page: https://join.itutorgroup.com/#/

Retail Salesperson
Madewell

Apr 2017 - May 2018 (1 year 2 months)

– Achieved daily sales targets by providing expertise to deliver excellent customer satisfaction.

– Repeatedly achieved the best selling performance of the month.

– Spearheaded marketing and advertising materials that effectively described and promoted the organization and its local events.

Education

Texas Christian University

Bachelor's degree
2016 - 2020

Massachusetts Institute of Technology
Professional Certificate in Coding: Full Stack Development with MERN.
Feb 2022 - Dec 2022

Yale University
Summer Conservatory
2019 - 2019

Boston University
Masters in Science, Software Development
Expected Graduation: August 2023

Licenses & Certifications

Teaching English as a Foreign Language (TEFL) - Premier TEFL
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Professional Certificate in Coding: Full Stack Development with MERN - Massachusetts Institute of Technology

Skills

Sourcing • Managing Disruptions • Communication • High Level Of Accuracy • Java • JavaScript • MongoDB • Express.js • React.js • Node.js