

Jessica A. Seamon

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Career Summary

Versatile professional supporting organizational leadership, performing research and data analysis while delivering best in class customer service. Skilled writer and editor authoring innovative content alongside creative applications for print, digital and social media. Detail oriented administrator managing executive calendars, scheduling meetings along with consistently maintaining confidential data and correspondence. A respected role model allocating knowledge and experience by facilitating training to elevate the skills of junior colleagues. Technically savvy with substantial expertise in creating user-friendly and compelling websites to support e-commerce initiatives. Excels in assisting senior management through the creation of reports, presentations as well as event management. Focuses on providing exceptional customer service with the ability to effectively resolve problems and address inquiries.

Areas of Expertise

- Administrative Support
 - Copy Writing and Editing
 - Research and Data Analysis
 - Presentation and Training
 - Calendar Management
 - Information Confidentiality
 - Digital and Social Media
 - Web Development
 - Customer Service
 - Cross Functional Collaboration
 - Problem Solving
 - Professional Communication
 - Relationship Building
 - Data Entry and Filing
 - Event Planning
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EDUCATION

Associates of Science (AS) in Computer Science | Georgia State University: *Online (In Progress)*

Bachelors of Art (BA) in Anthropology | University of Georgia: Athens, GA

Technical Proficiencies

- Social Media: Facebook, Skype, YouTube, Pinterest, Twitter
- Microsoft: Word, Outlook, Excel, PowerPoint, Picture Manager, OneNote, SharePoint, Access
 - Google: Email, Maps, Hangouts, Drive, Docs, Earth
 - Adobe: Photoshop, Reader, Cold Fusion
- MySQL, HTML, Dreamweaver, MLS, ACT!, eBay, Etsy, Point of Sale System, Cash Register, Typing 60 WPM

Distinctions

Lifetime Member of Lambda Alpha, National Honor Society for Anthropology

- Participated in identifying graves located on-campus in the UGA Jackson Street Cemetery.
- Volunteered for an archaeological dig at the site of a former Cherokee village occupied until the early 1800s, located north of Calhoun, GA.
- Federal Work-Study as a Student Services Assistant at Georgia Perimeter College (now Georgia State University)

Languages: French (intermediate), Spanish (basic)

EXPERIENCE HIGHLIGHTS

ValueCentric: Alpharetta, GA, 2015-2017

Data Analyst / Business Systems Analyst

- Entrusted to ensure the confidentiality and security of data.
- Manage database records evaluating documentation for accuracy and approval.
- Perform analysis on medical data, sales and rebates to identify trends.
- Respond to email correspondence addressing client questions and concerns.
- Facilitate training for colleagues and interns on office systems as well as software applications.
- Coordinate planning for meetings and corporate events.
- Operate a multi-line phone system providing efficient and courteous service to customers.

Equifax (Westport One/MRI Contract Staffing): Alpharetta, GA, 2014

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Information Analyst (Temporary)

- Conduct research on both individuals and businesses to determine general creditworthiness.
- Analyzed data and articles providing summaries for clients on trends and relevant content.

Points North Atlanta Magazine: Cumming, GA, 2010

Writer (Internship)

- Authored all points bulletins (APBs) and articles for publication consistently adhering to deadlines.
- Utilized the internet to perform essential research to drive innovative content.
- Collaborated with colleagues and the Editor to create compelling stories and visuals.
- Employed Microsoft Word to craft and manage articles.

Key Accomplishments:

- Wrote the feature article for the July 2010 issue, appearing in both the magazine's print and online offerings.

Hallmark: Alpharetta, GA, 2007

Sales Associate (Temporary)

- Delivered outstanding customer service to retail clients addressing questions and assisting with purchases.
- Processed client payments by cash, credit and debit card utilizing a cash register and point of sale system.
- Supported Hallmark's marketing and merchandising promotions consistently meeting or exceeding assigned sales goals.
- Upheld the company's brand image through ensuring a clean and organized workplace.

HT Window Fashions: Duluth, GA, 2004-2005

File Clerk

- Filed all order invoices chronologically while proactively seeking new methods to optimize the filing system.
- Managed mail processing by ordering postage, ensuring proper maintenance and operating the Pitney-Bowes machine to send out client billings.

Adoption Information Services: Lawrenceville, GA, 2003-2004

Adoption Consultant Assistant

- Provided direct administrative support to the organization's Executive Director.
- Managed executive calendars, coordinated meetings as well as events.
- Wrote and edited prospective adoptive parent profiles evaluating content for accuracy.
- Ensured the filing of time-sensitive confidential documents preserving all security protocols.
- Prepared educational materials and presentations in preparation for client meetings and adoption seminars.
- Employed ACT! Software to schedule events and Adobe Photoshop to edit photos to meet standards.

Key Accomplishments:

- Reorganized the adoption center's information processes significantly improving efficiency.

Tower Nine: Cumming, GA, 2002

E-Commerce Technician

- Reported directly to the firm's CEO and Senior Vice President supporting digital e-commerce initiatives.
- Employed technical skills in MySQL, HTML, Adobe ColdFusion and Dreamweaver to create user-friendly websites.
- Crafted website content, edited submissions, and added product visuals utilizing Photoshop for editing and enhancing quality.
- Performed data entry of products orders and managed the database ensuring data integrity.
- Oversaw the execution of all eBay product auctions.
- Provided direct customer service as required assisting with website issues and inquiries.
- Authored and edited the monthly customer e-newsletter featuring company news, new products, and client related information.

Key Accomplishments:

- Participated in the restoration of Windows based computer towers achieving substantial cost savings.