

Natasha Komen

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(206) 474-9822

SKILLS

Adobe Creative Suite - InDesign, Premiere Pro, Illustrator, Photoshop, XD

Google Suite - Site, Drive, Docs, Sheets, Slides

Microsoft Office - Word, Excel, PowerPoint

Learning Management Systems - Articulate Storyline and 360

Other - Figma, Snagit, Constant Contact, Canva

Coding Languages - HTML/CSS

CAREER SUMMARY

FAMILY DOG TRAINING CENTER

Manager & Content Strategist | 2021 - Present

Manage both internal communication and B2C communication. Improved and streamlined the areas of interaction without sacrificing the quality or brand of the business.

Curriculum Revamp

- Updated syllabus of typical classes to align with better adult learning methods.
- By using appropriate methods developed new class curriculum to assist with instruction for adults.

Website Update

- Added sections to the website to help clients better understand the products and processes in the class sessions which helped to minimize touchpoints.
- Revamped photos, verbiage and links which saw an increase in clientele within a month.
- Increased sales of the packages by 45% within 6 months.

COSTCO

Content Developer | 2018 - 2021

Managed projects to assist with communication between departments, management, and warehouses for the most streamlined operation of the call center.

Standard Operating Procedure (SOP) Sites

- Created uniform SOP websites and Job Aids to build consistency among the departments.
- Focused on user flows since SOP websites had to be easily navigated for employees while on calls.
- Designed instructional material for easy adult learning using Articulate and the Google Suite.

Customer Service Website Redesign

- Redesigned the customer service website and app with a user-centered design while following the style guide to increase usability and decrease call center touchpoints.
- Help the client base better navigate self-learning to reduce touchpoints.

Temp Creative Media Developer (6 mo) | 2019

- Worked with leadership to interview, film, and edit video series for on-the-job learning.
- Coordinated and consulted various departments in the Member Service Center for employee engagement.

Member Service Agent & Social Media Team | 2017-2018

ALLSTATE

Office Assistant | 2016 - 2017

- Restructured the training manual to cover discounts, claims, cross-policies, and policy changes.

VOLUNTEER EXPERIENCE

DoggyDogma

Website Design | 2023

- Created a website with graphics and verbiage to help dog owners navigate adding a new dog to their household.

CoP and Dog Gone Seattle

Foster / Dog Trainer | 2020 - Present

- Created a seminar with adult learning in mind to assist fosters, adopters, and others in onboarding new dogs.
- Assess and write accurate, yet appealing descriptions of dogs up for adoption.
- In development of a video series to assist new fosters/rescues in best practices.

THE BORGES PROJECT

Writer Intern & Feature Guest Writer / Guest Contributor | 2018

- Wrote articles using SEO for easy search findability.

EDUCATION

University of Missouri | Currently Attending

MS in Learning Technologies and Design

Northwest University

BA in Interdisciplinary Studies with a focus on Writing and Biology

Skillcrush

UX Design Research