

## Professional Background

I graduated with a Bachelor of Arts degree in Communication Studies with a Public Relations minor from West Virginia University in August of 2015. I have been working full time for the past four years at a car dealership web hosting company, DealerOn, located in Derwood, Maryland. Before I was employed there, I worked part-time at the front desk of the Clarion Hotel and Conference Center in Shepherdstown, West Virginia. I was also employed as an online intern with a nonprofit organization (Workplace Fairness) while I was working at the hotel. Before I was employed at those two positions, I worked as an unpaid intern for a small marketing company called Full Circle Marketing located in Winchester, Virginia

Once I was employed at DealerOn, Inc. I was put to work on my first project involving the audit and management of all the Homenet Inventory products. The audit consisted of 1,479 inventory products and through my research I canceled for 185 of them. This specific audit successfully saved the company \$66,000 annually. This audit as well as other circumstances allowed the company to expand its workspace to another suite in the same office building that their headquarters leased out of.

The company then decided to make me the primary agent on all the deactivations of the websites that the company provided for dealers internationally. This role would allow me to help the company save more money through product cancellation and management through our content management system as well as working with third party product providers. The Homenet product audit would be tasked to me again at the beginning of 2019. This resulted in another \$20,000 saved annually.

I was then asked to be a part of the massive data reconciliation audit of all the clientele's products and accounts in the company's migration over to Salesforce. We originally used JIRA as the primary work management system. The Salesforce migration audit led to the company hiring two new members of the new team I was helping to form, the Technology and Business Operations team. I helped train these new hires on day to day tasks as well as the deactivation of dealers' sites.

I have recently been working on the setup and implementation of the new knowledge base. With this project, I have designed cross-departmental templates for the creation of articles within the space. I helped create the process as to how an employee would request to create articles through the knowledge base. I also

researched the Atlassian knowledge base platform Confluence and presented my findings to executives to assist in their decision on which system to use in the future. I created a company-wide questionnaire using Excel workbooks to collect data to assist in the creation of the knowledge base and the migration of the previously created articles. This migration is currently under way. Leading up to the migration over to Salesforce I set up and ran meetings with multiple departments within the company to progress the project to completion.