

Samantha Piette  
samantha.piette86@gmail.com  
(774) 826-7230

Thoughtful communicator with extensive experience in multi-channel support. Adept at creatively solving problems for customers and end users. Experienced with SaaS product support, product management diagnosing problems both technical and non-technical. Collaborative, self-motivated, and skilled at managing cross-functional relationships.

Proficient with Microsoft Office, G-Suite, CRMs, Google Analytics, Mailchimp, Shopify, WordPress, Adobe Creative Suite, Monday, ZenDesk

### **Primary Intelligence / Remote**

#### **Project Manager / Nov 2021 - April 2022**

Instrumental in supporting and implementing software products and services for clients

Pivot tasks related to project management, technical support, and product configuration

Respond to technical support requests in a timely manner

Expert of the Primary Intelligence proprietary software

Work closely with internal departments, such as IT, Account Executives and Developers

Interface with internal and key stakeholder clients to complete projects, consistently communicating and tracking the progress of each program

Maintain a high level of knowledge of product configuration options and capabilities in a changing environment

### **Freelance / Remote**

#### **Marketing Consultant / Nov 2019 - Nov 2021**

Worked with small business owners across industries to drive their marketing strategy and goals

Advised on branding, positioning, communications, and social media advertising

Assisted with client websites across multiple platforms (Shopify, Wordpress, Squarespace)

Established tracking and metrics to help each client evaluate performance over time

### **Curaytor / Boston**

#### **Creative Onboarding Specialist / April 2018 - November 2019**

Managed customer onboarding for a real estate marketing agency, training customers to utilize Curaytor's platform to achieve business goals

Coached customers on content strategy and social marketing campaign

Advised and managed technical aspects of customer website launch

Provided general technical and non-technical support

### **Verterra / New York**

#### **Marketing Manager / August 2017 - March 2018**

Managed internal and external marketing campaigns to drive sales: generating leads, building brand awareness, and implementing a product sampling campaign

Cultivated relationships with industry organizations, distributors, and wholesalers

Community College of RI / 2005 (incomplete)  
Associate Degree / Marketing and Advertising

Hubspot / April 2018  
Inbound Marketing Certification

Codecademy / July 2020 (in progress)  
HTML, Javascript, CSS

Google Certification / October 2021  
Fundamentals of Marketing

Google Certification / April 2022  
Project Management