

Britt Boyd

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Education

University of Denver Coding Bootcamp
(currently enrolled)

January 2023

Bachelor of Arts
Eastern Kentucky University

December 2014

Major: Broadcasting/Film Techniques & Technology

Work Experience

Sales Consultant
Constant Contact

June 2022 - August 2022

- ❖ Conducted high volume of outbound calls in order to convert warm leads into paying customers.
- ❖ Conducted needs analysis to determine how to best help prospects based on their needs and marketing challenges.

CareDriver Operations Specialist
HopSkipDrive

March 2021 – March 2022

- ❖ Reviewed and verified submitted compliance documents.
- ❖ Conducted in person meet and greets for CareDriver hopefuls in order to expedite the onboarding process.
- ❖ Continuously worked to onboard new CareDrivers and unenroll hopefuls who do meet HopSkipDrive standards.

Customer Support Analyst
Interapt

October 2020 – February 2021

- ❖ Adhered to documented processes and managed calls directed to the password queue.
- ❖ Properly documented tickets to completion and/or ensured that they were directed to the correct team.
- ❖ Maintained an 89.28% average for audited calls and tickets.

Community Support Specialist
HopSkipDrive

March 2020 – August 2020

- ❖ Answered all emails and calls that were directed to the community support queue.
- ❖ Recognized trends in issues and complaints and suggested changes to improve organization.
- ❖ Handled concerns with CareDriver and client accounts (i.e. billing).
- ❖ Assisted in troubleshooting questions about the app and website.
- ❖ Assisted in building knowledge base during slow periods at the start of the pandemic (including writing articles and creating video content for trainings)

Safe Ride Support Specialist
HopSkipDrive

September 2019 – November 2019

- ❖ Closely monitored live rides and provided any needed support for parents, riders, CareDrivers, and Clients.
- ❖ Resolved issues that occurred during rides.
- ❖ Recognized and resolved issues before they occurred.
- ❖ Answered calls and resolved text messages directed to the SRS queue.
- ❖ Troubleshooted app and website questions.
- ❖ Maintained and adhered to all personal and department goals related to performance.

Customer Support Supervisor
Frontier Airlines

September 2018 – September 2019

- ❖ Completed reports regarding metrics within the office (emails, phone volume, etc.).
- ❖ Assisted Help Desk team with handling escalated concerns from consumers.
- ❖ Managed team and provided feedback and additional training when conducting Quality Assurance reviews.
- ❖ Responded to customers on social media using the CX Engagor platform.

Additional experience available upon request.

Other Relevant Skills and Experiences

- ❖ Familiarity and proficiency with Microsoft Office Suite.
- ❖ Able to type at 80 words per minute.
- ❖ Excellent multi-tasking, time management, and communication skills.
- ❖ Experienced with applying conflict resolution tactics.
- ❖ Able to deliver personable customer service for a positive customer experience.
- ❖ Experienced with videography/editing (Adobe Premiere Pro) and content for marketing needs (Canva).

Proposed Position with Monarch Money

Title: Social Media Lead

In this role, you will:

- Assist in production of all organic social media content on social platforms, including Instagram, LinkedIn, Facebook and TikTok.
- Engage with customer base on social media (including Reddit) in real-time using CX Social Engagor (or similar software).
- Develop and present a Tiktok strategy for Monarch Money and then launch, grow, and manage the account.
- Assist in executing quarterly social media strategies to increase audience reach across all social media channels.
- Monitor posts to ensure brand message is consistent across all platforms.
- Collaborate with the team to create and archive social media and video content.
- Collaborate with team to assist in other writing projects as seen fit.

Experience/attributes I have to offer that would allow me to excel in this position:

- Bachelor's Degree in Broadcasting/Electronic Media/familiarity with video editing across different platforms
- A positive, high energy and well-organized individual with extreme attention to detail
- Experience with Canva
- Experience with responding to customers on a public facing platform
- Five years experience as it pertains to comedic writing (this would be valuable on Reddit especially!)
- Strong project management skills
- Impeccable oral and written communication skills (No typos here!)
- Excellent internet research skills (i.e. if I don't know something right away, I'm going to find it online)
- Mastery of the major social media platforms including Facebook, YouTube, Instagram, and TikTok
- Have the ability to clearly execute creative direction, bring new ideas to the team, and thrive in a highly collaborative environment

- Strong interest in the public relations or digital content field.
- Self proclaimed budgeting nerd (I value handling my finances appropriately and would love to help others do the same!)