

Experience

Customer Success Specialist, IFS Core

2018 to 2019

- ❖ Maintained a responsive help desk system via both email & phone using Zendesk. Assisted business partners with client setup & product training for Sage & IFS Core Products. Reported software bugs & enhancements using Jira. Assisted in software testing & QA for Product Development. Contributed to software release planning discussions. Maintained On-Call support off-hours. Programmed office phones & managed Fidelity setup.

Skills: Product knowledge, Sage 100 & Sage 300 CRE, Customer Management, Software Testing & QA, Training, Client & Infrastructure Support, Release & Sprint Testing

Campaign Design Specialist, Constant Contact

2014 to 2017

- ❖ Developed & delivered branded, specialized, mobile-friendly email marketing templates for small businesses. Anticipated marketing needs & provided useful, related design elements. Designed email marketing campaigns compliant with all major email clients, including Outlook & Webmail. Utilized marketing data to cross-promote other internal design products, with a focus on both sales metrics & customer success.

Skills: HTML & CSS, Photoshop & other image editors, Mobile Template Design, Color Theory, Social Media, Marketing

Customer Engagement Specialist, Constant Contact

2013 to 2014

- ❖ Trained small business owners in the use of successful marketing strategies. Provided consultation regarding implementation of marketing software. Analyzed T1 issues with UI & related software. Monitored trends & provided tracking for persistent issues.

Skills: Contact Management Software, Interpersonal Skills, HTML, CSS, CRM, Marketing, Social Media Engagement, Data Management, Legacy Email & Directory Systems, Salesforce CRE

Head of Member Accessibility, Otakorp Inc

2013 to 2017

- ❖ Created & implemented an ADA-compliant policy across the entire organization, covering 35,000 attendees. Recruited talent to build a fully staffed & responsive team. Ensured a quality experience for Make-A-Wish V.I.P.s. Created sensitivity training briefs on M.A. material for other member-facing teams.

Skills: Ability to work effectively in a high stress environment; Empathetic & confidential handling of sensitive issues; Event Planning & Implementation; Knowledge of ADA, Crowd Management, & HIPAA

Support Agent, Universal Care Technician & Trainer, Verizon Wireless

2005 to 2013

- ❖ Provided immediate & thorough troubleshooting of mobile devices & billing support for customers in both retail & call center branches. Developed & administered a series of 90 minute device trainings for customers that were implemented at other Verizon store locations.

Skills: Conflict Resolution & De-Escalation Strategies, Developing Training Materials, Teaching Bi-Weekly Workshops, Commitment to Customer Satisfaction, Knowledge of major mobile OS platforms, Billing Systems

Education

Middlesex Community College, Bedford MA

- ❖ Associate of Science, Business Administration: Completed 52 credits toward degree

University of Maryland Baltimore County, Catonsville MD

- ❖ Interdisciplinary Studies in Business Management & Literature: Completed 68 credits toward degree