

NICE TO MEET YOU. I'M EMILY.

I'm an experienced project manager interested in a new opportunity. Ideally, I'd love to find a company whose culture aligns with my own ideals, in a role that will allow growth in the areas of content management, people operations, and company performance management.

SKILLS AND EXPERIENCE

Company Director, LongerDays.com

Muskegon, MI — 2012 - Current

LongerDays.com is a virtual assistance and business services company, and my position here requires me to be proficient in a variety of platforms:

- Social media spaces (and scheduling platforms like Hootsuite)
- CRMs (Salesforce, Infusionsoft, Pipedrive)
- Project management software (Basecamp, Asana, Freshdesk)
- Customer service platforms (LiveChat, Zendesk)
- CMSs (Wordpress, Magento)
- Cloud-based development platforms (Wix, Squarespace)
- Email marketing systems (Mailchimp, Aweber, ConstantContact)
- Google Apps for Business

My position also requires that I have:

- Stellar communication skills
- A natural inclination to organize messy things
- A kind and empathetic worldview
- The ability to identify problems within a business, find a solution, and document outcomes

Store Manager, Shade Shack LLC. (AT&T Authorized Reseller)

Muskegon, MI — 2001 - 2012

My management experience at Shade Shack was absolutely intrinsic to my ongoing success as a Project Manager.

- Solidly maintained a superior sales history, met and frequently exceeded personal and company-wide sales goals
- Handled customer accounts, including new sales, upgrades, accessory sales, and any account issues
- Managed ordering, pricing, tracking and analyzing inventory of phones and accessories
- Handled hiring, training, and firing of employees. Developed employee performance tracking methods, including sales examination
- Worked on team building, including developing and implementing employee incentive programs
- Developed an online presence for our stores
- Managed POS implementations and maintenance, including inputting all store information, new employee information, and inventory counts and upkeep

EDUCATION

Reeths-Puffer High School, Muskegon MI

Diploma — 2001 - General studies with a focus on music and arts.