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OBJECTIVE

To obtain the position of Librarian in a public setting, with special interest in outreach and community connections.

PROFILE

Motivated, personable business professional with strong account management skills, practiced in building and sustaining effective customer and partner relationships. Expert in translating complicated technical issues in a clearly understandable, concise manner. Outstanding communication ability and a proven track record of organization, customer service, and project management. Competent, poised, able to maintain a sense of humor under pressure.

PROFESSIONAL EXPERIENCE

Customer Service and Communication

- Manage dozens of high-profile accounts
    - Maintain regular, professional and personable communication via phone, email, text and face to face with all levels of customer
    - Collaborate with the customer to analyze need and customize programs to fit
    - Clearly explain features, advantages and disadvantages of dozens of intricate policies to multiple audiences, from savvy financial officers to up-and-coming assistants
    - Prepare lengthy and intricate presentations for delivery to and discussion with C-level executives

- Provide technical support for a suite of online communication applications
    - Guide the lay user through step-by-step start up and troubleshooting
    - Work with programmers to fix bugs or user interface problems

Detail Mastery and Organization

- Analyze and negotiate intricate, multi-million-dollar insurance programs, strengthening them where possible with the latest improvements in the industry
- Maintain detailed task schedules out to 12 months, for self and managing executive
- Organize travel plans for national and international meetings
- Manage an inbox load of over 100 messages per day, promptly and efficiently responding to each client or vendor's need
- Swiftly learn and master new computer programs and databases; coach and guide other staff in the ramp-up process
- Compile and maintain a database of online software releases and their schedule

Personnel Management

- Train and supervise a team of key account managers and technical assistants
- Mentor junior associates, providing a valuable resource in their learning and development
- Review presentations and other deliverables for grammar, spelling, factual accuracy and aesthetics

PROFESSIONAL AND VOLUNTEER HISTORY

Sales Director, Carpenter Moore Insurance Services, San Francisco, California

Account Manager, Carpenter Moore Insurance Services, San Francisco, California

Release Manager, Electronic Arts, Redwood City, California

Volunteer Positions
- Volunteer, The Alameda Free Library
    - Staff the Information Desk, greeting patrons and providing assistance and direction
    - Assist at a variety of events
- Library Manager, The Child Unique Montessori School, Alameda, California
    - Develop and manage a collection of books for children ages 3-8
    - Lead weekly story circles, check out books to children
- Small Group Reading Volunteer, Frank Otis Elementary School, Alameda, California
    - Facilitate and lead weekly advanced elementary reading groups, focusing on comprehension and English skills
- PTA Fundraiser Donations Committee Volunteer, Frank Otis Elementary School, Alameda, California
    - Obtain thousands of dollars in goods and services donations from the local business community, sales of which go directly to arts, music, and enrichment for the students of Frank Otis Elementary School
- Garden Committee Chair, The Child Unique Montessori School, Alameda, California
    - Coordinate and guide a team of volunteers to improve and maintain school landscaping and vegetable gardens

EDUCATION

Masters of Library and Information Science, San Jose State University, San Jose, California
Degree awarded December 2016

Bachelor of Arts (Cum Laude), Socio-Cultural Anthropology, San Francisco State University, San Francisco, California

TECHNICAL SKILLS

Computer Software: Microsoft Office Suite, Adobe Acrobat/Reader

Social Media: Facebook, LinkedIn, Twitter, Pinterest, Google+, Tumblr, Instagram, and Flickr