

Greetings!

I am interested in becoming a team player in your organization.

As Director, I managed and produced successful event fundraising for a non-profit organization. I increased membership by 20% by improved communication materials to prospective members and organized retention of current membership. I fostered positive community partnerships and sponsors. I also managed and produced online, print and radio advertising and marketing efforts focused on tourism, membership recruitment and events.

As Customer Care Supervisor for a start-up company, I managed the customer support and maintenance renewals that generated over one million dollars in revenue during my employment. I created, organized and implemented the training and development of all customer care and technical support specialists in improved customer service skills. In addition, I promoted company-wide customer awareness and focus by organizing teambuilding games and distributing tips and techniques. I also represented the company in a professional, pro-active, and dependable manner for trade fairs, customer meetings, and prospective business.

I have also had the opportunity to showcase my creativity by generating monthly newsletters and maintaining an employee intranet. At times, with a staff of six employees and as editor, I was responsible for design, production, and distribution of the product to over 1000 employees and members.

I have over four years experience as a trainer/developer. I also have twelve + years of customer service experience, which includes six years managing and supervising personnel and projects.

In my free time I am a voice-over artist with about a dozen recordings to date. I have also been a radio personality for four years with a college station. I also create and maintain websites as well as own a photography business.

Thank you for your consideration and I look forward to speaking with you soon.

Best Regards,
Jodi C. Born

RESUME OF
Jodi C. Born
(970) 235-1107
jodi@wildbluebug.com

JOB OBJECTIVE

To obtain a position that will give me an opportunity to bond with the community.

SPECIAL SKILLS

Creative Director	Photographer	Project Management
Event Coordination	Trainer	Call Center Development
Graphic Design	Social Media Marketer	Customer Service Management
Voice Over Talent	Radio Personality	Public Speaking
Volunteer: Recording for the Blind & Dyslexic, Relay for Life, Muscular Dystrophy Association, United Way, Ignite Baltimore, FCS of Maryland, Ignite Vail, Creative Exposure Baltimore, Special Olympics, 91.5 KRCC, 107.9 KLNK-LP		
National Awards: Winner's Circle of Superior Service, July 2001 -from Customer Service Management Association Certificate of Appreciation, February 2004 -from United States Air Force Training Squadron		
Web/Desktop Publishing:	MS PowerPoint, Photoshop CS3, Dreamweaver	
Communications:	MS Office, ConstantContact, Wordpress, MailChimp	
Operating Systems:	Windows, DOS, MAC OSX	
Social Media Platforms:	Facebook, Twitter, LinkedIn, Foursquare, Instagram, iRovr, Hootsuite, GetGlue, Ustream, Cinch, Flickr	

EDUCATIONAL BACKGROUND

Excelsior College	Bachelor of Science, Liberal Arts Focus Area: Admin/Mgmt Studies, Psychology February 2011
Training:	Zenger-Miller Leadership Training -Facilitating for Results -Giving and Receiving Constructive Feedback -Giving and Receiving Recognition Business Writing - Writing for Results Fred Pryor Leadership Seminar -Management Skills for Assistants Customer Service Management Leadership Conferences Walt Disney Leadership Conference

WORK EXPERIENCE

Mobloggy Minturn, Colorado	June 2010 - Present (Contract)
<u>CREATIVE DIRECTOR</u> Social media marketing, graphic design and web presence for business. Lead creative process for branding, implementation, strategy and results analysis. Includes set-up and customizing of social media platforms, graphic design, photography and daily administration of accounts.	
Wild Blue Bug Photography Minturn, Colorado	August 2007 - Present (Contract)
<u>OWNER, PHOTOGRAPHER</u> Self employed. Responsible for business management, to include: marketing, bookkeeping, order fulfillment and webmaster of www.wildbluebug.com. Primary photographer for event, commercial, and portrait photography.	
Examiner.com Minturn, Colorado	May 2009 – Present (Part-time)
<u>BALTIMORE PHOTOGRAPHY EXAMINER / VAIL PHOTOGRAPHY EXAMINER</u> Responsible for writing articles that provide helpful information, resources and tools related to photography that can be used by people in the community.	
The Cup Cafe Fort Meade, Maryland	February 2008 – November 2009 (Part-time)
<u>BARISTA</u> Opener and closer of café located on military training installation. Responsible for cash handling, specialty drinks, stocking and food prep. In addition, helped establish web presence.	
Peace and A Cup of Joe Baltimore, Maryland	June 2009 – July 2009 (Part-time)
<u>BARISTA, OPENER</u> Morning opener for two-story, downtown café. Responsible for cash handling, specialty drinks, stocking and food prep. In addition, helped market via Facebook, Twitter and through a loyalty program card.	
Palm Restaurant Group, Inc. Washington, DC	February 2007 – May 2007 (Full-time)
<u>CUSTOMER CARE MANAGER</u> Managed Customer Care for 27 restaurant locations and Baltimore based call center. Responsible for response and follow-up to all customer inquiries via telephone, email and mail. Tracked and reported customer comment cards, complaints, and requests directly to CEO and restaurant managers. Create and maintain training dialogues for call center. Monitor call center quality through mystery shopping and follow-up training. Responsible for handling and tracking all telephone and mail order requests for gift cards and product delivery. In addition, managed unique customer loyalty caricature program.	
Northwest Valley Chamber of Commerce Surprise, Arizona	January 2005 – May 2006 (Full-time)
<u>DIRECTOR, MEMBER SERVICES & EVENTS</u> Managed and produced event fundraising for non-profit organization. Maintained and improved communication materials to prospective members and organized retention of current membership. Fostered positive relationships with community partners and sponsors. Also managed and produced online, print and radio advertising and marketing efforts which focused on tourism, membership recruitment and events.	
Innovative Mortgage Group, Inc. Phoenix, Arizona	April 2004 – November 2004 (Full-time)
<u>OFFICE MANAGER</u> Managing loan requests by assisting the mortgage broker in originating, approving and organizing loan documentation. This includes entering customer information into Genesis software, pulling credit, analyzing financial information and running approvals. Create and maintain all marketing materials to include creation of company logo, advertisements, and website creation and maintenance. Also manage Customer Care department which includes customer retention and administration.	
Plasmon LMS Colorado Springs, Colorado	July 2001 – September 2003 (Full-time)
<u>CUSTOMER SUPPORT COORDINATOR IV</u> Managing customer call dispatch and administrative support for the Customer Care Organization. Maintaining DataWorks system information with respect to customer and field service modules; designing processes and procedures to improve call support infrastructure. Tracking field service charges and follow up with Third Party Maintenance providers and Accounting; ensuring proper invoicing to customers and monitoring customer purchase orders for service. Providing pre and post-sales support on pricing information, time and materials charges, and outside services. Providing status on field activity by analyzing and reporting on call flow, customer history, and department workflow.	
TeamShare, Inc. Colorado Springs, Colorado	September 1999 – June 2001 (Full-time)
<u>CUSTOMER CARE SUPERVISOR</u> Managing Customer Care department and personnel. Developing and implementing new customer welcomes, customer service agreement updates, technical and marketing email alerts, and technical support escalations. Project manager for multi-million dollar Customer Support Maintenance Renewals process. Developed, implemented and administered customer service skills training company-wide. Promoting company-wide customer awareness through motivational presentations, team-building series, and award recognition. Primary point of contact for 800+ customers and prospects. Promoting, creating and maintaining customer loyalty programs.	