



View Work Samples



Independent Business Owner ————— •

progressiveDC LLC

| June 2017 - PRESENT

Turnkey digital services, tools, and trainings for small businesses and entrepreneurs to leverage technology to engage and grow their audiences.

Communications Associate

National Council for Behavioral Health

| Oct '14 - Mar '17

Managed association's main digital platforms, respective vendor relationships, and advised stakeholders on proper solutions, strategies, and maintenance.

- Content production & strategy for email marketing campaigns, video trainings and interviews, and managed all primary websites
- Niche job board content marketing strategy, revenue tracking/reporting, vendor relations. and member engagement
- Mobile event-app product development, Internal Staff and event attendee onboarding and adoption strategy development

 **Mental Health First Aid Certification**

Customer Care Manager

Level 3 Communications

| Oct '12 - May '14

Managed accounts, vendor relationships, and end-to-end service delivery for global network internet/VOIP solutions for multiple S&P500 clients including:

 **NASA — Outstanding Achievement Award**

- Northrup Grumman | Verizon / AT&T | Hewlett Packard

EDUCATION ————— •

Michigan State University '08 - '11

James Madison College

International Relations, B.A.

Comparative Politics & Culture

Languages ————— •

English / Dutch

2021

2017

2014

2012

2011

2010

2008

CORE STRENGTHS / SERVICES

- Project & Team Coordination
- Web Development & Systems Design
- IT Service Integrations
- Workflow Automation & Management
- Personal & Group Digital Skill Trainings
- Digital Strategy Consulting
- Creative Content Production

TECHNICAL SKILLS ————— •

Web Development: Custom WordPress, E-Commerce

- **Programming:** HTML/CSS/PHP/MySQL/JavaScript;

- **Other:** SEO; FTP/Git; DNS; Hosting; SSL; Analytics

Workflow Automation: Zapier, Webhooks, RSS

Audio/Video Production: Logic Pro X, Adobe Premiere Pro CC

Graphic Design: Adobe CC - Photoshop/Illustrator

Project Management: Slack, Asana, Trello, BaseCamp, MS Office, Google Drive

Email Marketing: MailChimp, Constant Contact, Mailgun, Custom SMTP

Client Service Advocate

Jackson National Life

| Dec '11 - July '12

Advised clients and agents regarding accounts for multiple financial products & services, primarily variable annuities and the investment portfolios within them.

 **Series 6 License — to advise on financial securities**

Campaign Coordinator — Internship

Vibewire Youth Inc.

| Summer '10

Recruited reporters, industry professionals, and managed video production of Google/YouTube sponsored project campaign for youth covering Australian issues in their federal election.

Web Specialist — Work-Study

Michigan State University

| Aug '08 - May '11

Lead web development, graphic design, and content management for archive of magazines & publications.