



Experience

**Virtual Executive Assistant**

Mitch Matthews | September 2023 to Present

Manage CRM in Keap and Kajabi • Design all Sales Pages in SamCart and Kajabi • Create newsletters and marketing emails from provided copy and send to segmented lists • Create and embed forms on landing pages and Wordpress website • Create on-brand graphics for Podcast, social media and events • Manage multiple email inboxes • Provide top-tier client support • Schedule Podcast interviews, Speaking Engagements and Coaching Calls • Create and update SOPs as our systems evolve • Research and implement new software into workflow • Project management for client deliverables

**Customer Support Specialist**

HubSpot | 2020

Troubleshooted tools within the HubSpot software platform as well as 3rd party integrations over email, chat and phone • Balanced new daily tickets with follow-up while holding high customer satisfaction score • Collaborated with immediate team, across teams and with internal product experts to solve for the customer • Maintained product knowledge through continuous trainings

**Office Manager**

Dezember Photography | January 2019 to October 2020

Answered customer questions via email and phone at highest rated photography studio in Utah • Managed lead follow-up and oversaw on average 80 client portals a year • Edited all photo shoots in Lightroom • Retouched images in Photoshop for digital products and prints • Created and scheduled posts for social media

**Flowboarding | Instructor, Performer, Marketing Support, Operations Manager**

2012-2023 | Fantasy Surf, FL | Splashworld, France | Flowrider Utah, Ogden

I've worked in the Flowboarding industry in different roles for the past decade. I started in Florida as an instructor, building my foundation in customer service. In 2015-2016 I worked two seasons at Splashworld in France on the largest artificial wave in the world, teaching lessons during the day and performing on the wave at night. I was commissioned to design a logo for "Da Wave" which was printed on apparel and used in web and print marketing materials. In 2017, I started instructing at Flowrider Utah and supporting marketing efforts with photography, social media content, graphics for posters and venue decals, and building and updating websites. From 2021-2023 I stepped into the Operations Manager position and lead a team of instructors in addition to my creative contributions.

**Private Photography Instructor**

Human Services Associates | 2011 to 2016

• Taught photography lessons and provided mentorship to students in the Greater Orlando area • Focused on building confidence and self-esteem • Crafted lessons based on 2D design, styles of photography, editing and running a photography business • Facilitated student photo shoots

Honors & Exhibitions

- 2022 - World Champion Women's Pro Flowboard, Grand Prairie TX
- 2021 - AirBNB Superhost all four quarters 1st year in operation, Ogden UT
- 2019 - Salt & Honey Christmas Market official vendor, Salt Lake City
- Urban Arts Gallery Connect Grant Winner, Artists' Choice, December
- Urban Arts Gallery Connect Finalist, October
- Urban Arts Festival, Salt Lake City
- 2018 - Downtown Artist Collective Holiday Market, Salt Lake City
- Urban Arts Festival, Salt Lake City
- "Gold Honorable Mention" - RAW Artists Salt Lake City "Magnify"
- 2015 - Wearable Art IV: Elements of Desire, Deland Art Museum - "Best in Show"
- 2013 - JR Hopes Scholarship for Sculpture, University of Central Florida
- Introspective Photography Exhibition, University of Central Florida
- "Under One Roof" University of Central Florida Bachelor of Fine Arts Exhibition
- Wearable Art III: From the Wall to the Runway, Deland Art Museum
- JR Hopes Scholarship for Sculpture, University of Central Florida
- 2012 - "New Generation" CityArts Factory, Orlando, FL
- Permanent Online Gallery "12x12" Todd Art Gallery MTSU
- Society of Professional Journalists at UCF Photography Award
- 2011 - Scotch Off The Roll Tape Sculpture Contest Honorable Mention
- 2010 - Bright Futures Scholarship, University of Central Florida (2009-2012)
- 2009 - Silver Pegasus Scholarship, University of Central Florida
- Save the Manatees Decal Design Contest Grand Prize Winner
- 2008 - President's Award for Educational Excellence

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PROFILE

- Multipotentialite
- Detail oriented
- Organized
- Creative Problem Solver
- Self-motivated
- Entrepreneurial minded
- Fast learner
- Tech savvy

EDUCATION

- 2016 Graphic Design Internship -** Corporate Movement
- 2013 Bachelor of Fine Arts,** Sculpture Concentration Business Minor University of Central Florida
- 2012 Study Abroad Italy** Art History

SKILLS

- Fine Art
- DSLR Operation
- Graphic Design in Photoshop, Illustrator and Canva
- Video Editing
- Administration
- Customer Service
- CRM
- Web Design

INTERESTS

- Art making
- Art seeking - local and international
- Eco-consciousness
- Travel
- Personal Development
- Surfing
- Sailing
- Real Estate
- Mentoring