

Julie Paulin

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Experience

Condensed Curriculum International, Sacramento, CA, April 2019 – Sept 2019

TA Front End Web Development @ Amazon Fulfillment Center, Career Choice

Working with 120 students across two classes (with 1 primary teacher each) at the fulfillment center. Instruction via lecture, one-on-one, and small group 'breakaway' sessions.

- HTML5, CSS3, JavaScript, JQuery, JSON, Application Development Fundamentals
- Project Management principles, including Agile and Waterfall
- Professional guidance and best practices
- Instructional materials (additional to docs provided)

MYOB - Christchurch, New Zealand,

2016-2018

Project Coordinator / Change Manager (Process Improvement Team)

The PIT team is charged with process and service improvements and continual enhancement of the proprietary CRM, supporting all levels of service and sales staff in an Agile work environment operating across NZ and Australia.

- Strategized change management directives, documentation and communication, delivering effective and informative presentations.
- Reviewed NPS & CSAT customer comments - categorizing, reporting, analyzing to reveal opportunities for enhancement across products and services.
- Designed, composed and edited call scripting modules and help desk articles.
- Committee lead for several two-day Hack Day events. Managed location, budgets, communication/marketing, engagement, catering and retrospective. Earned high praise from top management and attendees for smooth and engaging events.
- HTML/CSS/JS, Zendesk, Slack, Agile, Kanban, Photoshop, Keynote & Powerpoint, ServiceNow, Call Scripter & Genesys

Client Experience Improvement Specialist (Tier 3)

The CXI team provides support for product and service escalations, including upskilling and coaching initiatives. Advising and analyzing process and product enhancement opportunities.

- Increased agent's customer satisfaction ratings by developing and presenting seminars for service staff to leverage brand initiatives.
- Improved agent's handle times by influencing service processes.
- Launched *Julie's Helping Hand*, a newsletter for staff in New Zealand and Australian call centers (250+ recipients) to bridge training gaps and communicate current initiatives. Developed content by collaborating with product development and senior service staff and sales executives.
- Composed and updated knowledge base articles.
- Advocate for the voice of the customer to service stakeholders.
- Requested by senior level staff for service escalations and approached frequently by colleagues requesting attention to service obstacles.

Ginger Gecko Web

2009 – 2018

Owner / Web Designer / Copy editor

Designed, developed and maintained websites and engagement initiatives for small business clients, producing sites that reflected their brand with intuitive UI and best SEO practices.

Sites built in Sublime Text for HTML/CSS/JS, WIX, and Shopify. Client's assets and other design elements were modified in Photoshop. Newsletters and marketing collateral created in InDesign.

VIEW <http://www.juliepaulin.com> for my design and eLearning portfolio.

Previous Experience:

Tenrec, Inc., San Francisco, CA (part-time)

Senior Project Manager

DigiScents, Inc., Oakland, CA

Director of Web Development; Site Producer

Egreetings, Inc., San Francisco, CA

Creative Producer; Customer Service Manager; Customer Service Rep.

Education & Training

Cal State University in Sacramento (2018/2019)

Certificate Program, Instructional Design for eLearning. Course completion March 2019

- View final project here: jpsearnings.com/betterletter
- Software & Platforms: Articulate, Captivate, iMovie, Lectora Online, Powerpoint, Scorm Output, Camtasia, Moodle, Canvas

Nelson Marlborough Institute of Technology, New Zealand

Course: Internet Principles, Awarded Top Student in my class.

University of California at Irvine, Bachelor of Arts

Various Day+ Seminars in 2017/2018

- Change Management Principles
 - Communication Essentials
 - Preparing for Change
 - Maintaining the Changes
- The Agile Development Cycle
- Presentations with Impact
- Effective Communication
- Activating your "A" Game

Letters of Recommendation

Steve Targus, Call Center Manager at MYOB in New Zealand(2 up Boss) :

I had the pleasure of working with Julie for a couple of years at MYOB during a time of huge change for our organisation. Julie was very quickly identified as someone who would walk over broken glass for her clients, and it was because of this passion, that we were initially able to move her into a specialist role where she became responsible for improving how the rest of the team worked with our client base. Following this role, we were able to create a project manager role within our internal process improvement team, and I don't think this role could have been done any better by anyone else. Julie's passion for the client, alongside her always striving to help improve the performance of others will make her successful in anything she chooses to be. Would I hire her again? – In a heart beat.

Rebecca Burns (last direct manager at MYOB)

Julie is a fabulous team contributor and consistently goes above and beyond to find the best solutions to complex problems that her colleagues and clients face. Julie's passion for customer experience and process improvement, stakeholder engagement skills and innovative ideas make her an invaluable asset to any team or organisation seeking continuous improvement. Julie's high attention to detail and strong work ethic make her an ideal candidate for various roles and she is highly recommended and missed by her team at Myob.

Tony Levitan (Owner/President at Egreetings Inc in SF at the time)

Over my career I have had the pleasure of working with a number of seriously talented customer-focused professionals. And, they could all learn a lesson or three from Julie. Jules joined my company, Egreetings, as a customer service rep and then fueled her rocket-like ascent through the organization with her positive energy, astute understanding of the vital intersection between products and customers who experience them, charming demeanor (even under intense pressure), and admirable capacity for figure shit out while navigating the VUCA environment of a start-up. I recently reconnected with Julie following her protracted stay down under (New Zealand). If only my current organization had a role appropriate to leverage her myriad talents, I'd scoop her up in a heartbeat (and would likely keep the content of this recommendation to myself, lest it encourage others to compete with me in employing Jules). Alas, some other fortunate company will benefit from her vast talents, and I'll just envy them from afar.