

JAIME CHANDRA KOZLOWSKI

3192 Alton Road ♦ Atlanta, GA 30341 ♦ Jaime.Chandra@gmail.com ♦ 404-662-8469

A dynamic professional with experience combining diverse technical skills, relationship management, marketing, and communications to streamline processes, boost market visibility, and increase client satisfaction. Skilled at cross-functional team collaboration, virtual customer engagement, training, and support. Effective communicator with a keen ability to teach and distill complex technical information for non-technical professionals and clients. Jaime is a proactive leader and goal-oriented team player who knows how to focus a project along the critical path.

CORE STRENGTHS

- Proposal & grant writing
- Client relationship management
- Marketing communications
- RFQ/RFP tracking
- Training design & delivery
- Information Systems
- Project Management
- Graphic design & web development
- Digital & traditional marketing

TECHNICAL SKILLS & PLATFORM EXPERIENCE

OFFICE & CLOUD PLATFORMS	MS Office Suite, iWork, Google Workspace (formerly GSuite); Box, DropBox, iCloud
PROJECT MANAGEMENT/CRM	Basecamp, MS Project, MS Teams, Salesforce, SharePoint, Campfire, Zoho, Asana
GRAPHIC & VIDEO	Adobe CC: Acrobat, Dreamweaver, Illustrator, InDesign, Photoshop; Canva, Camtasia
EMAIL MARKETING	MailChimp, Constant Contact, HubSpot, iContact, Vertical Response
SEM/SMM	Google Adwords, Bing Ads, Yahoo Ads; Facebook, Twitter, Instagram
NON-PROFIT	Candid (Guidestar + Foundation Center), Network for Good, TechSoup, DonorPerfect
OPERATING SYSTEMS	Expert-level Mac OS X and Windows; Experienced with Linux, Unix, and FreeBSD

PROFESSIONAL EXPERIENCE

ELOHEE RETREAT CENTER, INC. 501(c)3, SAUTEE NACOOCHEE, GA 2/2021 – 06/2021

BUSINESS SYSTEMS CONSULTANT

- Increased overall efficiency through implementation of technology for each stage of the retreat booking process, overhauling the contract procedure, and streamlining booking procedures.
- Designed and implemented staff and volunteer trainings on new processes and technology.
- Increased customer satisfaction by reducing error, turnaround time, and implementing substantive autoresponders with form data responses.
- Significantly lowered overall operating expenses by reducing or eliminating direct technology costs and streamlining labor costs.

ENTHUSIASTIC CONSENT, INC. 501(c)3, ATLANTA, GA 07/2018 – 06/2021

EXECUTIVE DIRECTOR

- Established the 501(c)3 and Board of Directors. Responsible for program management, public relations and communications, non-profit business administration, graphic design, and print production.
- Recruited and trained volunteers to prepare them for leadership roles and NPO administration.

SILVERMAN CONSTRUCTION PROGRAM MANAGEMENT, INC, ATLANTA, GA 03/2016 – 10/2020

MARKETING AND IT COORDINATOR; PROJECT COORDINATOR

- Designed and delivered companywide training for newly implemented Cloud-based file storage system.
- Provide technical support & training for proprietary construction project management product, Spitfire.
- Responsible for creating marketing presentations and speech writing for the CEO.
- Tracked RFI/RFQ/RFPs; Produced proposals and managed project team's responses.
- Contributed to small (\$35mil) and large (\$220mil) construction project teams.
- Mentored by Arnie Silverman, MBA on Project Management skills and the Construction Industry.

PROFESSIONAL EXPERIENCE (CONTINUED)

LACLEDE, INC – LUVENA AND SALIVEA, RANCHO DOMINGUEZ, CA 01/2016 – 03/2020

MARKETING AND SALES REPRESENTATIVE

- Travel to medical conferences and trade shows to educate licensed medical providers on the active ingredients and benefits of the Luvena and Salivea product lines.

FWHC, INC. 501(C)3 – CLIFF VALLEY CLINIC, ATLANTA, GA 08/2011 – 03/2016

MARKETING AND COMMUNICATIONS MANAGER

- Directed brand identity and managed all marketing for a healthcare non-profit with diverse programs.
- Designed and implemented staff and volunteer trainings on communications and technology.

THE ABUNDANCE FOUNDATION, INC. 501(C)3, PITTSBORO, NC 05/2008 – 03/2011

MARKETING, COMMUNICATIONS, AND IT MANAGER

- Streamlined IT processes and organization of information by implementing a multi-user cloud-based system.
- Served as event organizer and Master of Ceremonies for Pecha Kucha Pittsboro (similar to TedTalks).
- Designed training strategy for staff and volunteers on organizational process and new technology.

MICAH PARKER ARTWORKS, SARASOTA, FL / REMOTE 08/2003 – 01/2009

PRODUCTION ASSOCIATE (2003-2004), IT SPECIALIST (2004-2005), IT PROJECT MANAGER (2005-2009)

- Implemented a hybrid OS X and Windows network, converted workstations, developed and delivered training to employees with no prior experience on Mac OS X.
- Managed offsite contracted developers in the creation of custom e-commerce and production management systems that implemented functionality for fully customizable product lines.
- Designed and delivered staff training program for custom production management system.

NOMADIC DESIGN, LAKE LAND, FL / REMOTE 02/2000 – 03/2007

SENIOR DEVELOPER (2000–2003), SERVER ADMINISTRATOR (2004-2007)

- Developed dynamic websites, including custom programming and database architecture.
- Maintained server functionality, upgrades, DNS, and databases for over 30 websites.
- Provided e-commerce and CMS training and technical support to clients virtually and in-person.

AUCTION BROKER SOFTWARE, TAMPA, FL 10/1998 – 12/1999

LEAD SUPPORT TECHNICIAN

- Assisted clients in setup and customization of auction software. Designed client training program.
- Developed training manuals for employees and client documentation. Trained customer support staff.

EDUCATION, LICENSES & CERTIFICATIONS

Bachelor of Arts, Psychology & Sociology, Charter Oak State College, New Britain, CT, 2012

Associate of Arts, Computer Information Systems, State College of Florida, Bradenton, FL, 2005

Diversity, Inclusion, and Belonging for All - Professional Certificate, LinkedIn Learning, August 2020

Inclusive Leadership - Professional Certificate, CatalystX, September 2018

AWARDS, DESIGNATIONS & MEMBERSHIPS

President, Board of Directors, 1:11 Haven for Healing and Art, 2021 - Present

President, Board of Directors, Enthusiastic Consent, Inc, 2018 - Present

Vice President, Board of Directors, PLENTY Currency Cooperative, 2009 - 2011

Dean's List, Charter Oak State College, May 2012

Silver Award, Girl Scouts of America, 1995