

JAIME CHANDRA KOZLOWSKI

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

A dynamic professional with 20 years of experience in the short-term vacation rental industry as a service provider and a year experience as an owner/operator. Jaime combines 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 projects along the critical path.

CORE STRENGTHS

- Digital & traditional marketing
- Client relationship management
- Event planning & production
- Project Management
- Communications
- Information Systems
- Short term rental management
- Graphic design & collateral development
- Instructional design & training delivery

TECHNICAL SKILLS & PLATFORM EXPERIENCE

| | |
|-------------------------------------|---|
| OFFICE & CLOUD PLATFORMS | MS Office: Outlook, Word, Excel, PowerPoint, iWork, iCloud, Google Workspace, Box, |
| PROJECT MANAGEMENT & CRM | Microsoft Project & Teams, Salesforce, Zoho, Basecamp, Asana, Adobe Workfront |
| ADOBE CC SUBSCRIPTION: | Acrobat, After Effects, Dreamweaver, Illustrator, InDesign, Photoshop, Premiere, XD |
| EMAIL AUTOMATION | MailChimp, HubSpot, iContact, Constant Contact, Eloqua, HubSpot |
| SEM/SMM | Google Adwords, Bing Ads, Yahoo Ads; Facebook, Twitter, Instagram |
| OPERATING SYSTEMS | Mac OS X and Windows; also experienced with Linux, Unix, and FreeBSD |

PROFESSIONAL EXPERIENCE

LAKE OVERLOOK RETREAT, HILLSBOROUGH 9/2021 – PRESENT

PRINCIPAL OWNER / OPERATOR

- Responsible for managing all aspects of operating a short-term vacation rental: scheduling, booking inquiries, guest relations, bookkeeping, and marketing on VRBO, AirBnb, and lakeoverlook.com
- Management of contractors and turnover team, including maintenance, repairs, and capital improvements.

ELOHEE RETREAT CENTER, INC. 501(c)3, SAUTEE NACOOCHEE, GA / REMOTE 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.

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

MARKETING AND IT COORDINATOR; PROJECT COORDINATOR

- Managed relationships with philanthropic foundations, non-profits, and other “for purpose” organizations.
- Designed and delivered companywide training for newly implemented Cloud-based file storage system.
- Provide technical support and training for proprietary construction project management product, Spitfire.
- Responsible for creating marketing presentations and speech writing for the CEO.
- Tracked RFI/RFQ/RFPs; Managed project team response’s; Produced proposal package deliverable.
- 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)

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

MARKETING AND COMMUNICATIONS MANAGER

- Responsible for media operations, timelines, project plans, and an annual marketing budget of \$100k.
- Directed brand identity and managed all marketing for a healthcare non-profit with diverse programs.
- Designed and produced marketing collateral, including digital, print, and promotional giveaways.
- Developed new website and custom forms, increasing volunteer capacity and staff efficiency, implemented responsive mobile-friendly and managed project team for bilingual functionality.
- Instructional design and delivery for staff and volunteer trainings on communications and technology.
- Assisted Development Manager and Executive Director with event planning for annual awards gala.

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 a 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.
- Turn-key profile development for Ebay and 30+ Disney Area Vacation Homes on VRBO.
- 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
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, 2012
Silver Award, Girl Scouts of America, 1995