

JAIME CHANDRA KOZLOWSKI

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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 Outlook, Word, Excel, PowerPoint, iWork, iCloud, Google Workspace, Box, Dropbox
PROJECT MANAGEMENT & CRM	Microsoft Project & Teams, Salesforce, Zoho, Basecamp, Asana, Adobe Workfront
ADOBE CREATIVE CLOUD	Acrobat, After Effects, Dreamweaver, Illustrator, InDesign, Photoshop, Premiere, XD
EMAIL AUTOMATION	MailChimp, HubSpot, iContact, Constant Contact, Marketo, Eloqua, SendGrid
SOCIAL MEDIA MARKETING	Facebook, Twitter, Instagram, SnapChat, TikTok, Pinterest, LinkedIn
WHITE HAT SEO & SEM	Google Analytics & Adwords, Bing Ads, Yahoo Ads, Semrush, Moz

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