

JAIME CHANDRA KOZLOWSKI

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MARKETING & COMMUNICATIONS PROFESSIONAL

A dynamic professional with experience combining diverse technical skills, project 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

- Client relationship management
- Project Management
- Graphic design & collateral production
- Direct marketing & sales
- Communications
- Instructional design & training delivery
- Event planning & production
- Information Systems
- Proposal management & grant writing

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
OPERATING SYSTEMS	Mac OS X and Windows; also experienced with Linux, Unix, and FreeBSD

PROFESSIONAL EXPERIENCE

ELOHEE RETREAT CENTER, INC. 501(C)3, SAUTEE NACOOCHEE, GA / REMOTE 02/2021 – 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, streamlining contract process, and implementing substantive autoresponders with form data responses.
- Lowered operating expenses by reducing or eliminating direct technology costs and streamlining labor.

SILVERMAN CONSTRUCTION PROGRAM MANAGEMENT, INC, ATLANTA, GA / REMOTE 03/2016 – 10/2021

MARKETING AND IT COORDINATOR; PROJECT COORDINATOR

- 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.
- Participated in small (\$35mil) to large (\$220mil) scale construction project teams.
- Mentored by Arnie Silverman, MBA on Project Management and the Construction Industry.

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

MARKETING AND SALES REPRESENTATIVE

- Educated licensed medical providers on the active enzyme ingredients and benefits of the Luvena and Salivea product lines at medical CEU conferences and trade shows.
- Ensured product sales communications complied with FDA regulatory standards.
- Consistently exceeded stated B2B lead generation and patient networking goals.

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.
- 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, May 2012
Associate of Arts, Computer Information Systems, State College of Florida, Bradenton, FL, May 2005
Inclusive Leadership - Professional Certificate, CatalystX, September 2018
North Carolina Licensed Massage and Bodywork Therapist #7777, 2008 – Present

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