

JAIME CHANDRA KOZLOWSKI

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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

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- Client relationship management
- Direct marketing & sales
- Technical Support
- Project Management
- Communications
- Public Speaking
- Graphic design & collateral production
- Instructional design & training delivery
- Proposal response management

TECHNICAL SKILLS & PLATFORM EXPERIENCE

OFFICE & CLOUD PLATFORMS	MS Office Suite, 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
INTERNET MARKETING	MailChimp, iContact, Constant Contact, Facebook, Twitter, Instagram, LinkedIn
INFORMATION TECHNOLOGY	Mac OS X, Windows, Linux, Unix, FreeBSD, HTML, CSS, MySQL, MS Access, Wordpress

PROFESSIONAL EXPERIENCE

SILVERMAN CONSTRUCTION PROGRAM MANAGEMENT, INC, ATLANTA, GA / REMOTE 03/2016 – PRESENT
MARKETING AND IT DIRECTOR; SENIOR PROJECT COORDINATOR; MARKETING & IT CONTRACTOR

- Participated in small (\$35mil) to large (\$220mil) scale construction project teams.
- Tracked RFI/RFQ/RFPs; Managed our project team response; Coordinated project team contribution and produced high graphic designed proposal package deliverables.
- Responsible for speech writing for the CEO; created dynamic marketing presentations and co-presented.
- 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.
- Maintained company website, added new projects, and wrote unique content to for SEO and increased traffic.
- Mentored by Arnie Silverman, MBA – renowned and award-winning Atlanta businessman and philanthropist on Project Management and the Construction Industry.

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.

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

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

PROFESSIONAL EXPERIENCE (CONTINUED)

FWHC, INC. 501(c)3 DBA 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.

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.
- Social Media Marketing, community partnership networking, and fundraising pitches.

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

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

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

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

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

- Delivered sales pitches and developed dynamic websites, HTML/CSS/PHP coding and DB architecture.
- Maintained server functionality, upgrades, DNS, and databases for over 30 websites.
- Training design and implementation for e-commerce and CMS; provided technical support to clients.

AUCTION BROKER SOFTWARE, TAMPA, FL 10/1998 – 02/2000

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

Master of Business Administration, University of the People, Pasadena, CA – In progress as of 5/2022

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