

# 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

<b>OFFICE &amp; CLOUD PLATFORMS</b>	MS Office Suite, iWork, iCloud, Google Workspace, Box, Dropbox
<b>PROJECT MANAGEMENT &amp; CRM</b>	Microsoft Project & Teams, Salesforce, Zoho, Basecamp, Asana, Adobe Workfront
<b>ADOBE CREATIVE CLOUD</b>	Acrobat, After Effects, Dreamweaver, Illustrator, InDesign, Photoshop, Premiere, XD
<b>INTERNET MARKETING</b>	MailChimp, iContact, Constant Contact, Facebook, Twitter, Instagram, LinkedIn
<b>INFORMATION TECHNOLOGY</b>	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 – 10/2021  
**MARKETING AND IT DIRECTOR; SENIOR PROJECT COORDINATOR**

- 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.

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**PROFESSIONAL EXPERIENCE (CONTINUED)**


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**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 and community partnership networking.

**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 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, including programming 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.

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**EDUCATION, LICENSES & CERTIFICATIONS**


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**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

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**AWARDS, DESIGNATIONS & MEMBERSHIPS**


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**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