

- Technical, Sales & Marketing, Administrative, Social Sciences •


Joanne Glasspoole

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PROFILE

Experienced & results-oriented with exceptional computer & customer service skills. Knowledgeable in current industry trends & technology. Proven academic and professional achiever.

TECH SKILLS

Microsoft Office	
Quickbooks	
Adobe Suite	
Web Design	
Social Media	

EXPERTISE

- *Verbal and Written Communication Skills*
- *Attention to Detail*
- *Planning and Organizing*
- *Confidentiality*
- *Time Management*
- *Customer Service Oriented*

SUMMARY OF QUALIFICATIONS

- Process incoming mail and email; screen incoming phone calls
- Transcribe notes into readable memos and reports; prepare and submit expense reports
- Coordinate conference calls (both domestic and international time zones)
- Responsible for confidential and time sensitive material; organize and prepare executive-level communications and presentations; prepare agendas, notices, minutes and resolutions for corporate meetings
- Successfully handle high volume of work and balance priorities to meet established deadlines
- Handle complex travel arrangements
- Establish and maintain filing systems; classify, sort, and file correspondence, records, media clips and other documents
- Handle issues outside stated job description when required
- Serve as liaison to executive management and various department heads, corporate office staff, Board members, prominent community leaders and international delegates
- Supervise international students (Honeywell & University of Minnesota) and subcontractors (Indigo Creative Solutions)
- Organize/coordinate company-wide events and meetings, including trade shows and international delegate visits
- Provide technical support and training to end users
- Develop websites that have a consistent feel and look throughout all web properties, including social media profiles and newsletters
- Devise SEO strategies based around specific keywords and goals
- Create logos, banners and buttons for websites; business cards
- Provide guidance to team members on web development issues
- Work on multiple projects simultaneously to a high standard
- Integrate websites with Facebook, Twitter and YouTube

EDUCATION

Certification in Social Media
Social Media Academy
Palo Alto, CA | 2011

BA in Social Sciences
Metropolitan State University
Saint Paul, MN | 1999

EXPERIENCE

Indigo Creative Solutions
Self-employed Business Owner
January 2003 – Present

Operate web design shop, offering content management system (CMS) development, responsive design, mobile design, search engine optimization, social media management, consulting, training and customer support. Responsible for marketing, lead generation and sales.