
EDUCATION

THE AMERICAN UNIVERSITY

Washington, DC

Major: B.A. Interdisciplinary Studies: Communications, Legal Institutions, Economics, and Government (CLEG)

Minor: Public Health

Study Abroad: The American University of Rome

EXPERIENCE

Prolegis

Washington, DC

Director of Customer Success

June 2023- Present

- Support C-Level team on projects, including an official partnership with the US House of Representatives
- Manage a team of two by guiding weekly tasks and goals while supporting individual efforts

Senior Customer Success Manager

June 2022- June 2023

- Republican point of contact for all Congressional offices and committees
- Presented weekly product adoption growth metrics, capture, interpret, and share customer feedback with the product and engineering teams, and generate sales through professional networking and involvement
- Lead social media and marketing efforts including social ads, email marketing, and customer conversion

Customer Success Manager

June 2021- June 2022

- Converted, managed, and maintained over 90 Congressional offices and associated staff members
- Collaborated with Congressional Staffers, senior internal staff, and outside organizations to host events ranging from policy roundtables to happy hours, and professional development events

Legislative Assistant

Feb 2021- June 2021

- Worked with senior staff to create an interactive and virtual Appropriations tool, sourcing data from Enrolled Bills
- Built relationships with new and existing subscribers through outreach, one-on-one video calls, and product knowledge

Federal Bureau of Investigations Agents Association

Alexandria, VA

Scholarship Coordinator

May 2021-June 2021

Membership Intern

Jan 2019-May 2019

- Audited and organized over 50 student files prior to sending new school year scholarship packets for completion
- Headed a consolidation project for over 250 recipients of the Memorial College Fund (MCF) and designed a brochure for the MCF to be distributed at over 25 national fundraising events
- Provided administrative assistance for more than 14,000 active and retired FBI agents

US Senate

Washington, DC

Legislative Intern, Senate Republican Policy Committee

Sept 2020-Dec 2020

- Drafted over 20 nomination biographies for political appointees across the judicial and executive branches
- Conducted research and provided summary informational reports in a variety of policy areas including transportation and the Coronavirus, payroll tax deferral, and veteran suicide prevention among others

The White House Internship Program

Washington, DC

Intern, Office of Presidential Correspondence

Jan 2020-April 2020

- Received and coordinated responses to emails, letters, calls, and other requests for correspondence and assistance from the American public
- Managed the data entry process by accurately and efficiently inputting constituents' information

US Federal Court: First Circuit Court

Worcester, MA

Intern, Clerk's Office

June 2019-August 2019

- Facilitated a high-volume records disposal project managing case files dating from the 1990s to present and placing them on the electronic docket while ensuring quality control of all paper files, documents, and evidence

US House of Representatives

Washington, DC

Legislative Intern, Congressman Fred Upton

Sept 2018-Dec 2018

- Drafted speeches, commendations, greetings, special letters, and targeted literature (499's) to be sent to constituents
- Performed administrative tasks such as answering phone calls while recording information and concerns of constituents while also providing personal and detailed tours of the Capitol for visiting constituents

Department of Health and Human Services

Worcester, MA

Research Intern, Department of Public Health

June 2018-August 2018

- Assessed, analyzed, and presented findings of a middle school survey on relationships with nicotine and substances

COMMUNITY INVOLVEMENT AND SKILLS

- Member, Network of Enlightened Women (NeW) Professional Network
- Member, Junior League Washington, DC
- Intranet Quorum (IQ), MailChimp (MC), HubSpot, Electronic Case Filing (ECF), Google Suite