

Gina Marioni

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EDUCATION

Santa Clara University, CA 2010-2014
BA English, *Concentration in Writing/Rhetoric*
BA Studio Art, *Minor in Art History*

SKILLS

Microsoft Office/Excel, Google Apps/mail merge, JIRA, writing/editing, Mailchimp, Salesforce desk, Adobe Photoshop, customer support, project coordinating

Accomplished support operations professional with 4+ years of success coordinating projects, resolving conflicts and creating content to drive engagement and improve efficiency. Able to guide others through high-stress situations while focused on the task at hand, and communicate effectively and empathetically.

EXPERIENCE

Support Operations/Community Manager, Nextdoor, Seattle, WA (remote) **August 2016 - present**

- Work cross-functionally on projects across all Nextdoor platforms (neighborhood, business, and public agencies) to grow membership, manage accounts, improve policies and identify trends in product issues
- Respond to 200+ support cases/week, consistently exceeding target metrics for SLA and CSAT rating
- Write/edit help articles and auto-responses to improve the Help Center and customer support system
- Assisted the marketing team on a year-long project to grow the public agency platform, resulting in an increase from under 2,000 public agency partnerships to over 3,400

BAEMP Board of Directors (Bay Area Emerging Museum Professionals) **October 2016 - October 2018**

- Planned, marketed, and hosted social and career development events for nonprofit professionals
- Managed social media content and created Mailchimp marketing email campaigns for 700+ subscribers

Office Administrator, Maemura & Co., CPAs LLP, San Mateo, CA **March 2015 - August 2016**

- Provided comprehensive secretarial and clerical support for the office and two managing partners
- Booked travel, planned events, wrote/edited web copy, processed payroll, billing/accounts receivable
- Designed and wrote four industry specific market research projects focused on new client outreach: mergers and acquisition, auto tech, startups, international services

Kindergarten Teacher, Knowledge Learning Corp., San Bruno, CA **September 2014- March 2015**

- Responsible for daily lesson planning and implementation of curriculum for 20 kindergarten students

Gallery Assistant, de Saisset Museum, Santa Clara, CA **March 2011- March 2014**

- Led guided tours of exhibits, advertised/hosted gallery events, researched and wrote for future exhibits

Lead Writing Tutor, Santa Clara University, Santa Clara, CA **March 2012 - June 2014**

- Successfully helped students of all backgrounds organize ideas and write/edit papers

Museum Internship, National Army Museum, London, United Kingdom **October - December 2012**

- Listened to oral history interviews, compiled notes, and edited transcriptions conducted at the museum
- Assisted in unpacking, listing, photographing and condition reporting for a forthcoming exhibition

VOLUNTEER WORK and ADDITIONAL INFORMATION

Volunteer Council Member, Fine Arts Museums of San Francisco **February 2017 - October 2018**

- Greeted visitors, hosted special events, and provided information on facilities and current exhibits

Publication/Exhibition: Group exhibit at Pacific Art League ('17); partnered exhibit at Fine Arts Gallery, SCU ('14); Co-Edited exhibit catalogue *Interrupting Entropy* ('14); Santa Clara Review Vol.100-2 ('13)