



MEG RIDGWAY

PROFESSIONAL SUMMARY

Innovative and passionate communications professional with years of experience managing multi-faceted roles in customer support, training, marketing and sales for both small businesses and large corporations. I'm seeking a full-time customer-centric position that combines my unique talents and people-skills with the opportunity to make a positive impact at a company that appreciates and upholds the dignity of every employee.

CONTACT INFO:

Mobile: (512) 718 -8594
Email: megkridgway@gmail.com
Address: 1172 York St. #8 Denver, CO 80206

ACADEMIC EDUCATION

University of Texas at Austin
BS in Public Relations, Minor in French
Class of 2011

International School of Bangkok
Graduated Class of 2007

CORE SKILLS:

Customer service specialist
Strong written and verbal communications
Corporate training & development
Highly analytical
Innovative problem solver
Solutions-oriented
Natural leader
Reliable and professional
Well-Organized
Comfortable with self-management
Positive attitude
Outgoing, magnetic personality
Adaptable, quick learner
Devoted to self-improvement
Committed to helping others

EMPLOYMENT BACKGROUND

Customer Service Director

Kindness Yoga | May 2019 - Present

Manages the customer service department and social media outreach for local, corporate chain yoga studio and acupuncture collective, Kindness Yoga. Responsibilities include hiring, training and managing front desk staff, managing all incoming client outreach through online ticketing system and inbound calls, pro-actively engaging members about package upgrades or account changes, creating and updating customer service policies, training staff and studio managers on customer-centric communications and digital systems, managing weekly social media content and serving as the liaison between all external requests and internal teams.

Client Support Manager

Cherie Doyen LLC | July 2018 - April 2019

Managed daily operations and online marketing efforts, rebranding design, program development support, client relations and client on-boarding along with event planning for PTSD specialist and trauma relief coach, CherieDoyen.

Direct Customer Sales & Production Lead

Taspen's Organics | September 2017 - April 2018

Supported daily production and logistical tasks, shipping logistics and managing shop stock orders. Sales tasks included managing FOH at Taspen's main store location, hiring, training and scheduling team members, in-store customer herbal consultations, fielding customer calls and driving direct sales through the event and promotions team.

Catering Sales & Cleanse Department Manager

Juiceland LLC | November 2014 - October 2015

Managed a team of Wellness Consultants to support customers through the cleanse and catering departments, consulted customers and stores on wellness initiatives and managed the supply chain for all cleanse and catering orders. Operational projects included restructuring the work-flow for the cleanse department to ensure a more streamlined process and analyzed reported nutritional information for all JuiceLand drinks and food items.

Inside Sales Account Manager | Inside Sales Trainer

SHI International Corp. | February 2013 - October 2014

Managed all communications and sales operations for a large customer book of business in three different territories supporting over 100 clients total. Won Rookie of the Year Award for outstanding sales and customer support. Promoted to Lead Sales Trainer to develop and implement the on-boarding training program for new sales hires.

Field Marketing Team Lead

ZICO Beverages LLC | May 2011 - February 2013

Hired, trained and managed a team of local brand ambassadors, planned and executed local ZICO sponsored events, strategized with regional sales manager for integrated promotion initiatives, developed promotional giveaways and strategic relationships with key local influencers.