

April 19, 2023

Position: Customer Success Manager

Dear Personnel Resource Agent,

My experience in the franchise business has given me the expansive overview of how independent business are rooted in a central system. As with Impact K12 purpose to streamline data collection for efficient output and utilization within each district.

As an entrepreneur, the aspect of being able to work remotely and in collaboration with other members of the community and team is an energizing drive to upholding a complete business model.

As the model for homeschooling continues to evolve, it would be a wonderful investment of the skills acquired over the past 30 years to continue building educational opportunities for other families learning to navigate the new means of education through homeschooling.

Your consideration is appreciated. I trust I have executed the resume and letter showing you how and where my skills fit into the dynamics of Informed K12 as a Customer Success Manager.

Sincerely

Jeanne Herzig Arena

954-829-3643

arena3jean@yahoo.com

JEANNE HERZIG ARENA

Ocala, Florida | 954-829-3643 | arena3jean@gmail.com | <https://www.linkedin.com/in/jean-arena-59615511/>

CUSTOMER SUCCESS MANAGER

STARTUP LEADERSHIP | PROJECT MANAGING | PUBLIC RELATIONS
"HOW CAN I HELP"

DIVERSITY OF BUSINESS EXPERIENCE INCLUDING FRANCHISE AND ENTREPRENEURIAL DEVELOPMENT RICH IN BUILDING STRONG RELATIONSHIPS BETWEEN INTER COMPANY AND CLIENTS.

SIGNATURE ACHIEVEMENTS:

- ✓ **Interpersonal Effectiveness**
- ✓ **Business Model Awareness**
- ✓ **Analytical Problem Solving**

SIGNATURE STRENGTHS & COMPETENCIES

MANAGEMENT

Entrepreneurial
Project ori
Initiative

RELATIONSHIP

Community
Personnel
Conflict Resolution
Advise

DETAIL

Keyword
Keyword
Keyword
Keyword

EXECUTIVE EXPERIENCE

ENTREPRENEUR -OCALA FLORIDA | JANUARY 2019-PRESENT

Personal Shopper

Building clients through great communication and service.

- 8600 shopping experiences maintaining a 4.92 of 5 rating
- Successful coordinating multiples jobs to provide on time quality service with quality product

JOSEPHS STOREHOUSE – OCALA, FLORIDA | MARCH 2014-PRESENT

President/CoFounder

Cofounder to build a community name for resources available to families and community outreach programs from start up operations, daily management, team building

- **Product intake, display and stocking to achieve on time opening.**
- **Cashier operations and customer relations to build community**
- **Conflict resolution between customers, personnel**
- **Assist customers in finding alternatives to meet their needs**
- **Develop/Implement/Monitor Administrative Systems to Improve Quality**

PROFESSIONAL EXPERIENCE, CONTINUED

FRED ASTAIRE CORPORATE – BOCA RATON | EMPLOYMENT DATES**Executive Assistant**

Manage and coordinate interdepartmental activities for daily franchise business from accounting, sales, marketing event planning, and legal issues involved with franchising.

- Collaborated between corporate, franchisees, and web designer to implement new software for reporting
- Verse Franchisees in corporate events, support, community strategies and guidelines for operations
- Draft correspondence, training material input and assembly, shipping strategies, timeline management for event planning

HYGOLET DEERFEILD BEACH, FL | EMPLOYMENT DATES**General Manager Marketing Assistant**

Dual Role as General Manager for remote franchise, corporate Marketing Assistant.

- Franchisee Marketing Assistant introduce the franchisee to the corporate goals, build community marketing strategies, including tradeshow coordination and presentations
- General Management for remote franchise coordinate personnel route, accounting, customer service payroll
- Collaborate office process with production and chart areas of production improvements for quality control

EDUCATION

Associates Degree in Business, Administration

Delta College, Michigan

Bachelor's of Science in Psychology

University of South Carolina

Total Quality Management Team Leading Certificate (Greater Boynton Beach Chamber of Commerce)