

Rachel Jackson

Skills

Customer Success, Account Management, Communications, Operations, Project Management, Onboarding, CRM

EXPERIENCE

Book Distribution and Publishing

July 2023 - Present

Customer Success Manager

- Manage a portfolio of 25 publishers, driving an estimated \$1.5 million in annual revenue.
- Develop and execute go-to-market strategies tailored to publisher goals, audience, and competitive landscape, leading to an average increase 10% increase in annual sales.
- Led internal and external communications for post-acquisition onboarding of 200 digital media publishers to new enterprise distribution.

Healthcare Coordinator

Jan. 2023 - July 2023

- Provided dedicated full-time healthcare support for a family member.
- Assisted with healthcare coordination and management, estate logistics, document preparation, and document management.

Vertical Agriculture Products and Systems

Aug. 2022 - Jan. 2023

Executive Assistant

- Managed internal and external communications, scheduling, and expense reporting for the VP of Operations.
- Collaborated with operations and product teams to develop and implement ISO-compliant Standard Operating Procedures (SOPs) for managing, shipping, and receiving \$5 million worth of inventory.
- Oversaw procurement, deployment, and management of technology and mobile device management system for field technicians.

Executive Search Firm

Sept. 2021 - Aug. 2022

Office Manager

- Served as the primary contact for clients, candidates, and vendors, ensuring timely and effective communication.
- Managed administrative process for opening, updating, and closing executive searches in Salesforce CRM, resulting in a closure of \$150,000 worth of new business.
- Responsible for internal communications and administrative processes across 3 offices (Dallas, Houston, and San Francisco).

Public University - Higher Education

Aug. 2015 - Sept. 2021

Operations Manager

- Oversaw administrative operations and communications for a 400 person residence hall.
- Managed hiring, onboarding, and professional development for a team of 15 staff members.
- Developed 2-3 training programs every year focused on improving customer experience (CX) and employee experience (EX).
- Collaborated with cross-departmental teams to enhance workflows, resulting in a 30% improvement in issue resolution time for both students and staff.

EDUCATION

B.A., Strategic Communications

M.S., Communication Studies