



# ANNIE NARRIGAN

SHE / HER

## PROFILE

Enthusiastic problem solver with a strong background in customer experience, onboarding, and instructional writing. Exceptional documenter and strong communicator across a range of mediums to a wide variety of audiences. Work smarter not harder mentality, always up for a challenge and no task is too big or small.

**Values:** Courage, community, authenticity, empathy, creativity, self-expression

**Predictive Index Profile:** Altruist

**Interests:** sculpture, printmaking, comedy, travel, baking, fashion, record collecting

## CONTACT

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## EXPERIENCE

### ANA LUISA – BROOKLYN, NY

#### CX TRAINING & CONTENT SPECIALIST | OCTOBER 2020 - PRESENT

- Third employee onboarded to Customer Experience team, reports to CX Manager
- Overhauled entire training program to an LMS platform in order to increase onboarding capacity, improve efficiency, and consistently engage a fleet of 20+ remote agents
- Key strategist for training and development of the CX team, identifying gaps in knowledge to build supplemental trainings
- Creates supplemental content to support CX team including shortcuts for interactions, bulk outreach, and promotional terms and conditions
- Manages up to 4 remote agents on a regular basis, conducting weekly and bi-weekly check-ins to share feedback on performance and productivity, while ensuring KPIs and SLAs are being met
- Authored active FAQ database for customers

### EVERLANE – NEW YORK, NY

#### FLOOR LEADER, PRINCE STREET | DECEMBER 2017 - JANUARY 2020

- Oversaw daily work of 12-20 part-time staff, tracking KPIs to drive business and maintain focus on store sales goals
- Modeled the best store experience practices through a deep understanding of the customer, products, and SOPs
- Special focus in retail technology, acting as a liaison between Retail Project Manager, Engineering and store teams, sharing feedback and solutions for any technical support issues
- Created monthly in-store playlist from December 2018 - January 2020

## SKILLS

- Onboarding and training
- Excellent written and verbal communication
- Thoughtfully organized and thorough - a great note-taker
- Time management - able to set and stick to deadlines
- Lessonly
- Google Suite
- Microsoft Office Suite
- Shopify
- Kustomer
- Lever

## EDUCATION

### BACHELOR OF FINE ARTS, PRINTMAKING

MASSACHUSETTS COLLEGE OF ART & DESIGN | 2010 - 2014