

EMILY S. SMITH

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WORK EXPERIENCE

Zenefits

Project Manager, Payroll Tax

San Francisco, CA
October 2014-Present

- Created and managed testing process to open payroll system in 40 new states.
- Created product failure plan for the 100+ person organization to execute in an emergency.
- Streamlined off boarding process across multiple products in order to transition all work to one central team and better track churn data.
- Built process to efficiently file and audits to ensure accuracy of quarter and year end taxes for 500+ clients in 48 states.
- Analyzed root cause data for tax notices in order to identify product gaps and identify an organic growth strategy.
- Managed a team of six contractors to reduce a backlog of over 2,500 tax amendments to 0.

Senior Specialist, Escalations Audits & Resolutions

- Implemented product roll-out meetings with key stakeholders from different teams to improve cross company communication and help prioritize product updates and fixes.
- Helped build audit product from an excel spreadsheet into in-product client interface.
- Facilitated growth of reactive audits team from two employees to sixteen employees.
- Implemented outsourcing strategy and managed thirteen person third party data entry team.
- Developed reports that increased productivity 50%+ and established the baseline for continued client transparency.
- Learned Basic SQL and Python coding to create queries and write scripts more efficiently.

Product Operations Analyst, Audits & Escalations

- Developed relationship with key members of engineering and product teams in order to facilitate prompt completion of highly escalated issues.
- Improved product and increased automation by identifying systemic breaks, bugs, and inefficiencies through thorough analysis and investigation.
- Identified need for audits team at Zenefits based on the need to build reports that identified and reconciled client discrepancies across multiple products.

William E. Connor and Associates, Ltd.

Global Business Development Intern

Hong Kong, Hong Kong
June 2014-July 2014

- Performed data mining analyses to identify strengths and weakness with current clients.
- Identified potential new clients for Global Business Development team to pursue.
- Supported Global Business Development team with set up of merchandise and editing of digital presentations for client presentations.

Upper Diamond

Social Media Coordinator and Research Assistant

Los Angeles, CA
October 2013-May 2014

- Compiled industry data to support business management and facilitate expansion.
- Analyzed data pertaining to potential client expansion to support client franchise goals.
- Created and posted content on Facebook and Twitter for clients in the Restaurant Industry.
- Assisted with various projects to support brand management and drive customer engagement.

Phantom Firm

Digital Marketing Operations Coordinator

Los Angeles, CA
June 2013-October 2013

- Coordinated, implemented, and analyzed marketing campaign strategies between clients, operations team and campaign ghost writers.
- Measured the effectiveness of marketing, advertising, and communications programs and strategies through the use of predetermined KPIs.
- Designed, planned, organized and directed orientation and training ghostwriters.
- Interviewed, hired, and trained employees and interns.

EDUCATION

University of Southern California (USC)

B.S. in Business Administration

Minors in Psychology & Consumer Behavior

Los Angeles, CA
Cum Laude

Nova School of Business and Economics

Masters level courses in Marketing and Management

Lisbon, Portugal