



Stephanie Lacy-Price

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Profile

During business hours I fill in the gaps in small businesses with operations, marketing, and administrative support contracts, helping them achieve goals by employing new methods for efficiency and organization. Off-hours I engage in experimental community building through initiating and managing various projects.

Experience

Project Manager & Community Builder at The Embassy Network 10/2016-present

- Residential team member for private and commercial/ public operations of the space.
- Founder and host of Stories from the city & sea, a monthly storytelling series.
- Organizer for Second Life, a project in experimental community building with the formerly incarcerated.
- Organizer and collaborator on several other projects, including full-cycle event production.

Operations & Customer Support at Peak Health Transformations, a health education startup 7/2016-present

- Process customer orders manage customer accounts, troubleshoot tech and payment issues, establish and maintain long-term customer relationships. Came in after a several month lapse in customer service and created new processes and streamlined protocols on the way to Inbox Zero.

Customer Service/ Marketing Associate and Office Manager at Momo Corp 12/2015-07/2016

- Created and managed expense reports for a 10-person team, handled inventory and ordering
- Devised and implemented customer service policies, gauged customer satisfaction and identified areas for improvement; recruited and supervised remote customer service representatives and interns
- Performed basic data analytics to locate anomalies to resolve; tracked technical issues to update engineers and used data and trends to create content strategy for the blog
- Proposed and wrote the product blog, contributed to copywriting and editing, prepared email campaigns

Education

University of Wisconsin-Madison-Bachelor of Arts in English-Creative Writing

Graduated 2015

Projects

Stories from the city & sea- Founder, Organizer, Host

In February 2017 I founded a free monthly storytelling series aimed at creating an inclusive, accessible space for storytellers and listeners. I am the sole organizer, recruiter, and marketer for every event, and hold individual workshops with each storyteller. I also offer donation-based group workshops.

Second Life at the Embassy

Using Dungeons and Dragons as a starting point for self-expression and collaboration, Second Life aims to build community and create mutual aid with the formerly incarcerated. I organize events and facilitate the deep engagement of our members with the broader community. We are currently working on a housing initiative.

Bay Area Co-living conference set for March 2018- Organizer, Host

I'm currently organizing a conference to bring together members not-for-profit co-living spaces in the Bay Area to build stronger communities at every scale. Proposed title is "Emergent Communities: A knowledge-sharing conference for intentional living communities."

Skills

- Zendesk, Infusionsoft, Donorperfect, Mailchimp, Vantiv
- Google: Calendar, Docs, Drive, Sheets, Microsoft Office: Excel, Outlook, PowerPoint, Word