

MEGAN YOUSEF

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EXPERIENCE

Operations Manager

Institute for Wellness Education (IWE) | San Francisco CA | 2016 - 2017

Managed operations functions for a small start-up that included sales, online marketing, customer success, and content production.

SALES

- Increased sales 110% by leading coordinated marketing campaign (blog, email campaign, social media).
- Reduced website bounce rates by 250% after major re-design of B2B and B2C web pages.

PROJECT MANAGEMENT

- Managed a team of 8 to prioritize and execute 3 multi-faceted online courses to MVP.
- Scored 4.87/5 in student satisfaction on course material from 1250 students.

TRAINING / INSTRUCTION

- Consistently scored 9.5/10 student satisfaction ratings for Active Listening skills training sessions I led.
- Achieved 90% pass-rate for my students on final skills exam.

CUSTOMER SUCCESS

- Provided technical support for online Learning Management System. Created follow-up material to gauge client satisfaction and success.
- 82% paying students converted from our freemium model.

Executive Pharmacist

Target Pharmacy | Miami, FL | 2012 - 2014

Responsible for wide array of duties from management to execution. I drove healthy client outcomes by using active listening skills and motivational interviewing to empower my clients to take action.

MANAGEMENT AND TRAINING

- Improved new-pharmacist productivity by developing on-boarding and workflow process improvements.
- Consistently hit profit-margin targets through careful management of inventory and vendor relationships.

CUSTOMER SERVICE

- Developed a top performing team that ranked 1st in district for customer satisfaction for 5 months.
- Coordinated deployment and support of new pharmacy management software to district (10 locations).

EVENT PLANNING

Online Community Manager

Online Community for Women in Tango | Remote | 2016 - Present

I led an online women's group, which fostered stronger community within the national Argentine Tango scene and provided support and action for any woman who needed help with emotional support and community outreach.

- Campaigned with national event organizers to install a SafeSpaces Code of Conduct in four cities.
- Curated weekly conversation topics and member discussion for 150 members.

EDUCATION

Doctor of Pharmacy

Lake Erie College of Osteopathic Medicine, FL | 2012

INTERESTS

Organizing Tango Events

Leading Backpacking Trips

Soap-Making