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**PROFESSIONAL EXPERIENCE**

**JustAnswer (June 2020 – Present) - Manager, Expert Marketplace Acquisition**

**JustAnswer (July 2018 – June 2020) - Community Manager**

Key Achievements:

➢ 2021: Managed and grew three teams 200% across acquisition and onboarding to execute a strategic vision and contribute to the key performance requirements of the business.

➢ 2020: Managed three teams and developed the processes, systems, and operational plans of the Expert acquisition lifecycle from sourcing through onboarding to fill the supply gaps.

Results:

2020 Q3 - 150% to goal

2020 Q4 - 123% to goal

➢ 2019: Revamped the Expert community help center. Collaborated with UX and engineers to design a new home page, retire outdated resources, and update relevant articles.

➢ 2018 - 2020: Piloted, implemented, and executed the communication and education strategy of a new payment structure to the Expert community. Built a replicable process which resulted in 4 executed rollouts through normalization. Conducted interviews, designed webinars, followed up with Experts, and supported Product, UX, Analysts, ExpOps, and leadership with the development and deployment.

➢ 2018: Implemented a replicable high touch full cycle program in identifying and recruiting Experts. This was critical to ensuring we had enough Experts to make the payout successful.

Results:

2018 Q4 - 117% to goal

**Riley Corporation (August 2017 - June 2018) - Head of Operations and Head of Customer Success**

Key Achievements:

* November 2017: Moved the entire Concierges Department, consisting of 67 employees, from the Philippines to the United States in 1.5 weeks. Hired, trained, and managed 24 remote US Concierges who serviced our client's leads 24/7. This resulted in a $180,000/year savings in Operation costs.
* February 2018: Moved the entire Concierges Department, consisting of 24 employees, from the United States to Latin America in 3 days. Hired, trained, and managed 14 remote Concierges resulting $500,000/year savings in Operation costs.
* Created an auditing process, defined metrics per Concierge, per shift, and for the entire department, which resulted in a higher and more consistent quality service.
* Increased the NPS score from 43 to 70 in two months.
* Revised scripts for our Demo and Onboarding accounts attracting more clients.
* Created marketing campaigns, revised the User FAQ, redesigned the Concierge Library containing processes, and added walk-thrus to the client facing dashboard

**Smarsh (January 2017 - August 2017) - Senior Customer Success Manager - Mid-Market clients**

**Smarsh (June 2016 - January 2017) - Customer Success Manager - Enterprise and SMB clients**

**Smarsh (January 2016 - September 2016) - Customer Success Manager - SMB clients**

Managed relationships for Mid-Market business clients and Enterprise accounts in the entire United States territory; comprising over $7 Million in ARR (~400 clients). Identified and close opportunities to increase customer’s usage, value, and revenue. Negotiated client’s contracts when appropriate. Responsible for the health, satisfaction, and adoption of Smarsh's platform for our customers by presenting monthly training webinars as well as 1:1 webinars. Drove our customer’s success and established loyal relationships with Smarsh by being their trusted advisor and internal advocate to ensure resolution. Aided in being the first point of contact when CSMs in the mid-market segment have questions (total of 6 CSMs). Also, tracked trends across our books of businesses, documented processes, and interviewed CSM candidates.

*Key Achievements:*

* Achieved 120% of quota for 2016.
* Sold 180% over my 2017 2Q quota in one time fees.
* Was transferred 6 Enterprise accounts to manage, along with my SMB client territory, 4 months after my hire date.
* Was selected to be on the Retirement Plan Committee of 5 participants consisting of the CFO, VP of Human Resource, Director of Product Strategy, and the Manager of Solutions Engineering, 10 months after my hire date.
* Was selected to be the team lead for the 6 Mid-Market segments across the United States and the United Kingdom, 1 yr and 1 month after my hire date.
* Was selected to be the Accounting liaison to ensure smooth communication and processes across departments, 1 yr and 2 months after my hire date.
* Presented my first webinar to 12 clients within 2 months of my hire date.

**M Realty (June 2015 - November 2017) - Real Estate Agent**

Worked a full time job and simultaneously sold homes.

**Vista Capital Partners (March 2015 - December 2015) - Client Service Administrator**

Part of a three-person team who administered, supported, and coordinated activities related to serving clients. These included assisting clients in the administration of their accounts, coordinating and scheduling client meetings, generating quarterly performance reports and statements, placing trades, and facilitating the setup of new clients.

*Key Achievement:*

* Assisted in supporting the Client Service Administrator manager while she was on her sabbatical 2 weeks after my start date.

**Keller Williams Portland Premiere Realty (October 2014 - June 2015) – Buyer’s Agent for Team Beltran Properties**

Prospected for, followed-up with, presented to and serviced buyers. Developed expert knowledge regarding mortgage financing, the neighborhoods, schools and all issues regarding homeownership. Provided high-level needs analysis and coordinated a time-efficient home search process. Consulted with clients to ensure fiduciary service of the Real Estate transaction from initial contact through contract to close. Effectively negotiated for all buyer clients.

*Key Achievements:*

* Received the “Platinum” award for 2014 residential home sales, a status reserved for those who sold over 100 homes in 2014.
* Collaborated with 7 distinctive parties in each transaction to agree and reach one common goal while upholding various deadlines and promoting a positive experience for everyone involved.
* Problem solved issues that arose in various parts of a transaction using sound judgment while remaining compliant with legal regulations.

**Coldwell Banker SEAL (July 2014 – October 2014) - Real Estate Agent**

Licensed in Oregon to negotiate and arrange in real estate sales under the supervision of the Real Estate Principal Broker. Daily tasks included prospecting, showing and listing properties, preparing and filling out contracts, listing agreements, and negotiating.

*Key Achievement:*

* Placed my first listing on the market in 3 days.

**Fisher Investments** **(April 2010 – April 2014) - Client Services Associate (United States and United Kingdom Operations Department)**

Established and managed new accounts on a CRM software through client communication and facilitated the transfer of their assets in multiple currencies to Fisher Investments partnered custodians.Researched and solved operational issues pertaining to clients by coordinating with various brokerage firms and internal departments, while maintaining confidentiality, which led to an increase in efficient cross-departmental communication. Excelled in multi-tasking and time management to meet numerous deadlines throughout the day and calendar year while being sensitive to the time differences in the United States, United Kingdom, Western Europe, and Central America.

*Key Achievements:*

* Designed and monitored an 8-week internship program for Fisher Investments United Kingdom Department that led to a hiring offer to both interns that participated.
* Created resources for my department to produce efficiencies among co-workers and the firm pertaining to operational inquiries.
* Top 5 colleague (out of 64 University of Oregon alumni) to represent Fisher Investments at the University of Oregon two years in a row: 2012-2013. Was also selected to lead multiple tours of the building to candidates.
* Trained four employees, led multiple training classes, and shadow sessions to new hires.

**Amway (October 2008 – October 2009) - Independent Business Owner**

Ran my own eCommerce business on the side which contained over 450 exclusive products. I cultivated buyers through my network and open house meetings where buyers sampled products and placed orders. I directed buyers to purchase their products from my online store and helped others start their own eCommerce business through Amway.

*Key Achievement:*

* Exceeded the new business owner’s quarterly sales goal.

**US Bank (September 2008 – November 2009) - Universal Banker**

**US Bank (June 2007 - March 2008 Part time) - Teller**

Facilitated in establishing client’s deposit accounts while simultaneously cross-sold a variety of credit lines to deepen the customer’s relationship with US Bank. Handled financial transactions (deposits, withdrawals, advances, loan payments, merchant transactions), and balanced these transactions daily.

*Key Achievements:*

* Exceeded annual quota by 158% in new accounts and credit lines.
* Obtained the top Universal Banker recognition among 13 branches in my district.
* Managed daily operations at the West Moreland Manor U.S Bank Branch single-handedly.

**EDUCATION**

**University of Oregon:** 2008

* B.A, Business Administration: Concentration in Finance
  + Obtained the Global Management Certification
* B.A, Spanish

**RELATED SKILLS**

* Fluent in Spanish; reading, writing and professional communication. Knowledgeable and sensitive to cultural differences.
* Soft skills, multi-tasking, public speaking, account management, project management, customer relations, hiring, training, problem-solving, selling, negotiating, closing, retaining clients, detailed oriented, budgeting, project development, social networking, building relationships, payroll, planning, presentations, documenting processes, and lead generating.
* Proficient in Microsoft Office, Mailchimp, Intercom, Slack, Mixpanel, Salesforce, Close.io, Balsamiq, Asana, SurveyMonkey, Calendly, and HubSpot.