

MEGAN L. PASTOR

(336) 404-7688 MLPastor226@gmail.com

Customer-centric operations and administrative professional with 10+ years of management, leadership, and creative problem-solving experience. Ability and willingness to help companies achieve operational goals, while always having a pulse on strategic direction and growth. Builds and maintains client relationships. Thrives in cross-functional roles and when having the opportunity to influence (and create) positive change.

PROFESSIONAL EXPERIENCE

Proximity

April 2023 – October 2023

Customer Success Manager (impacted by unexpected mass company layoff)

- Proactively identified customer needs and served as the main point of contact for all customers via a live Intercom conversation, as well as through a guided tutorial
- Showcased areas of revenue generation through New Staff Training and Onboarding Support Calls via Zoom, offered to both new and existing customers to ensure they utilized the platform to its fullest and were beyond satisfied in the product, which ultimately resulted in retention
- Maintained a 98% approval rating through customer interactions

Proximity

February 2022 – January 2023

Executive Operations Manager (impacted by unexpected mass company layoff)

- Served as a liaison between the Growth Team, Customer Success Team, and Leadership Team through conversation and tracking via HubSpot, AirTable, Trello and Miro, while managing multiple changing priorities
- Maintained the integrity of the executive office through inbox and calendar management via Google Drive, as well as certain professional accounts for the CEO, while exhibiting professionalism and confidentiality
- Created an Onboarding and Customer Success SOP through various platforms to mitigate areas of confusion or concern for new and existing clients
- Met with current clients on a regular basis via Zoom to offer support and create performance metrics to ensure success and happiness, often serving as a sounding board for their business goals and objectives

Proximity

November 2021 – February 2022

Product Specialist

- Focused on gaining new clients through cold-calling, while launching a variety of ways to promote the platform through targeted standard mail and email campaigns, while maintaining existing client relationships via Zoom, Slack, and Email correspondence via Google Workspace and HubSpot
- Provided guided demonstrations of the platform via Zoom, while expanding on conversations and ideas shared to assist in the overall success of the client
- Filled in for the Customer Success Advisor as needed to answer Support tickets in Intercom and assist current and future customers with their platform-based questions

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Hygge Coworking

April 2021 – August 2021

General Manager

- Created new streams of revenue through monthly add-ons for members to support the growth of the organization, utilizing Zapier for immediate notification
- Maintained relationships with current members through coffee chats and simple gestures to grow and retain relationships
- Offered strategic financial & budget management, including ROI analysis, optimizing vendor relationships while reducing costs, and providing historical financial records for members, all presented in Asana and Canva
- Created a non-profit program to support the advancement of non-profit members

Hygge Coworking

March 2019 - April 2021

Director of Operations & Membership Experience

- Managed and optimized member relationships during the entire sales cycle, from prospect to commit to retaining/growth, tracked through Close.io and Asana
- Maintained up-to-date member and prospective account notes
- Improved member communications and effectively communicated policy and procedure changes through Slack and Close.io bulk emailing
- Ensured operational duties for all facilities were completed as assigned

The Durban Group

July 2016 – December 2018

Administrative Coordinator: Right to Build / Site Acquisitions / General Counsel / Accounting

- Developed new project files and maintained existing accounts through Yardi and Microsoft Suites
- Coordinated application submittal and distribution of funds for permits and various due diligence tasks through local city and county ordinances
- Maintained and organized accounting files by project and vendor; submitted documentation to clients for approval and reimbursement through various in-house systems
- Communicated with outside vendors for active and completed projects; tasks included property maintenance, sourcing approved vendors, communicating with third-party vendors, and establishing effective communication channels

The Suffolk Punch Restaurant & Brewing

December 2017 – November 2018

Special Event Planner & Marketing Coordinator

- Managed all private event bookings from start to finish through the use of email, phone calls, and Gather software
- Facilitated weekly in-person meetings to communicate event details to all internal teams
- Oversaw the onsite execution of events to ensure a flawless experience for all parties
- Provided event planning support for events hosted by Suffolk Punch, including community, marketing, and public relations activities

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Advantage Resourcing

September 2012 – June 2016

Executive Assistant to the President & Executive Leadership Team

- Maintained a high sense of confidentiality and trust while providing administrative support to the President, and Senior Vice President of Operations
- Created, maintained, and participated in Executive and Regional Quarterly Business Reviews to aid in developing successful strategies for the next quarter, compiling all data via a shared Microsoft Drive
- Prepared, reviewed, and distributed hardcopy presentations for meetings, both internal and external, while maintaining strict project and package deadlines
- Communicated clearly and promptly with the appropriate teams regarding the status of all current and future projects, deliverables, and deadlines
- Explored opportunities to add value and aid to those in the local branches
- Supported the President, Senior Vice President of Operations, and Chief Executive Officer by maintaining their calendars for meetings, appointments, travel itineraries, and corresponding arrangements
- Planned, organized, and executed a companywide manager meeting from the guest list, travel arrangements, content delivered, and follow-up action items
- Maintained and organized records, documentation, files, and call logs for those seated in the Executive Office

Courtyard by Marriott Charlotte Ballantyne

May 2011 – September 2012

Front Desk Agent

- Communicated effectively and professionally with arriving guests as well as in-house guests, utilizing Fosse to record notes
- Assisted with the arrival of groups visiting for special events through touring room space as well as discussing local area attractions
- Ensured guest satisfaction by meeting the anticipated, as well as sudden needs of each guest

SAS Cupcakes

September 2009 – April 2011

General Manager & Director of Sales

- Fostered corporate clients customized orders ranging from individual to group events, oversaw marketing opportunities and advancements as well as philanthropic fundraising opportunities within the community
- Facilitated community events in conjunction with local merchants
- Performed opening and closing duties, managed inventory, stocked merchandise, oversaw daily client orders, verified incoming vendor orders and outgoing client orders, coordinated in-store events

EDUCATION

High Point University

Bachelor of Science in Sports Marketing & Management; Minor in Business Administration