

ERIKACEAE THOMPSON

LEADERSHIP PROFILE

PROJECT MANAGEMENT / EVENT COORDINATION / ADMINISTRATIVE SUPPORT
DIGITAL MEDIA / FILM / STAGE PRODUCTION / TEAM LEADERSHIP / TRAINING
Creative, Thoughtful, Organized & Focused

CORE SKILLS & QUALIFICATIONS

Planning, Organization, & Prioritization | Budget Management | Workflow Scheduling | Event Management
Product & Production Management | Multi-Media | Training & Mentoring | Program Management
California Education | Website Design | Public Relations | Fundraising | CPR & First Aid

EDUCATION

TEACHER EDUCATION (2014)

CALIFORNIA STATE UNIVERSITY, SACRAMENTO (CSUS)

Special Education Teacher Credential w/ Autism Authorization

Multi-subject Teacher Credential w/ ELL Authorization

Ames Memorial Scholarship

USA Cycling Achievement Scholarship

BACHELOR OF ARTS (B.A.), FILM AND MEDIA STUDIES (2011)

UNIVERSITY OF CALIFORNIA, SANTA BARBARA (UCSB)

Minor in Education and Applied Psychology

Graduated with Dean's Honors

Undergraduate Research and Creative Activities Grant (URCA)

CAREER HIGHLIGHTS

- **Project Manager for SF start-up**, managing 4 unique mobile applications on Android and iOS platforms. Implementing and managing entire support service for 10 million unique monthly users on a global scale. All office and HR needs.
 - **Rebuilt USA Cycling's Western Collegiate Cycling Conference**, developed Excel database and new program for easy scoring and result management. Turned deficit into \$2K surplus. designed new website. Managed over 600 annual licenses.
 - **Designed, managed, and executed the first West Coast Collegiate Women's Cycling Conference**, raising \$3k in donations, and attracting 60 collegiate women athletes, 3 professional women cyclists and the women's Master Team.
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PROFESSIONAL EXPERIENCE

STRAVA, San Francisco, CA

PART-TIME TECHNICAL SUPPORT REPRESENTATIVE (October 2016—Present)

Using Zendesk and backend supports to manage user accounts, answer user inquires and problem solve on a daily basis.

Managing an average of 10 support request per hour with a high solve rate. Working closely with Technical Support team on known or new issues and developing future plans for engineers and other Strava teams.

- **Utilizing Slack and email communication tools** to quickly address known issues and communicate with team and company wide employees.
- **Correcting and editing .GPX and .TCX files** for timecode errors.

PARADISE VALLEY ENGINEERING ACADEMY, Morgan Hill, CA

SPECIAL EDUCATION TEACHER (August 2014—October 2016)

Special Education Class for non-categorical TK-3rd Grade students. Developing and providing differentiated instruction to 12+ students daily, working with Speech Pathologist and School Psychologist on individual students' education plans and assessments. Case managing instructional goals and providing the least restrictive learning environment to a range of educational abilities.

- **Interacting with district administration and school site teachers.** Providing support for general education and special education students. Implementing behavior strategies and curriculum designs.

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PROFESSIONAL EXPERIENCE (CONTINUED ...)

- **Educating parents and community.** Providing supports for home environments. Communicating daily and conducting monthly conferences or educational plan meetings.
- **Technology Support Team Leader**, troubleshooting and answering questions related to teacher and site technology. Supporting teachers with online programs, in class devices, smart boards, and introducing new programs and technologies into the school or for individual teachers.

YO.TV, INC., San Francisco, CA

PROJECT MANAGER (February 2012—August 2014)

Responsible for the day-to-day operations of mobile application start-up company and for UK parent company TVGuide.co.uk. Managing a television guide available on multiple media formats in over 60 countries and languages. Insuring that developers have all the necessary resources, scheduling, travel arrangements, expense reports, and HR needs. Working directly with CEO, CTO, and COO on the initial launch June of 2012. In charge of quality control and user support requests, inquiries, and problems. Managing iOS, Android, and Web based platforms. Running the company smoothly when CEO and COO are away on business.

- **Design and Database.** Testing temp applications and discussing bugs with CTO and software engineers. Database queries, organization and creating tables using Navicat. Designing application for iTunes and Android market places. Simple design within the application.
- **Interacting with 3rd party companies** on a daily basis. Researching, pitching, and reviewing quotes from outside sources and making the best decisions in the companies interests.
- **Organizing and setting up** all necessary functions needed for a new company in the US. Working with Attorneys, Accountants, Government Agencies, and Property Management to establish the company as a US recognized cooperation and maintaining all accounts including accounting, legal, and project specific.
- **User Support** managing entire user support network through Zendesk for both companies, YO.TV and TVGuide with over 10 million unique app users worldwide in over 17 languages. Writing and maintaining help pages.
- **Point of contact for all employees in US office** regarding medical insurance registration, Visa applications (H1B/L1A), tax documentation, payroll, and enrollment.

WESTERN COLLEGIATE CYCLING CONFERENCE, California and Nevada

CONFERENCE DIRECTOR (June 2012—December 2013)

Volunteer Conference Director for USA Cycling's Western Collegiate Cycling Conference. Serving as a liaison between USA Cycling and the WCCC's 600+ racers in California, Hawaii, and Nevada. Designed and continue to maintain a comprehensive website in addition to multiple lists and social media outlets. Integrating an excel database of all riders and developed a comprehensive program to quickly tabulate scoring and manage weekly results. Operating within the budget produced by USA Cycling and turned a deficit into a \$2K surplus through wise allotment of resources. Traveled to weekly races and assisted race directors with registration, permitting, scoring, and overall event organization. Coordinated conference season schedules, rider upgrades, team and individual's scoring and national championship qualifications.

- **Handling upgrades and weekend race results and omnium points for teams and individual riders**
- **Mentoring schools and race directors**, supporting each college race event for road and mountain cycling.
- **Scheduling conference meetings, administering rules/regulations and managing all finances** creating four new positions within the conference to begin establishing a Board of Directors.

TECHNICAL/SOFTWARE SKILLS/CURRICULUM

Proficient in a variety of software packages including: Final Cut Studio, Adobe Premiere, Soundtrack Pro, Photoshop, Logic Pro, Motion, After Effects, Microsoft Office Suite, iWorks, Google Drive, Google Apps, Dreamweaver, Quicken, Quickbooks Online, basic Xcode and Eclipse, all web browsers .Strings, HTML, CSS, Navicat. Content Management Systems including: Wordpress and Blogger. Social Media Platforms including: Twitter, Facebook, Pinterest, and Instagram. Nation Wide Curriculum: Read Naturally, Common Core Training, California Math, Open Court, Reading Street, Treasures, Explode the Code, Lexia, Engage NY, Amplify. Expertise with PC and Mac. 110 WPM.