

Experience

UKG

Senior Communications Specialist | September 2022 - present

- Ideate, draft, and deliver strategic, internal communications that inform and engage customer-facing, Global Services employees to create connections, foster awareness, and motivate action with their customers
- Serve as communications lead for complex, company-wide changes that impact customers and employees, balancing four or more communications plans at a time across five, cross-functional, global teams
- Complete a minimum of five communications requests per week from Global Services stakeholders through strategic messaging, channels, and timing to reach the audiences effectively
- Built the Global Services team's intranet presence, and maintains site content and layout by sourcing, drafting, and publishing at least six pieces of strategic, internal storytelling per month
- Track and report weekly metrics to determine the effectiveness of communications, uncover audience themes, and adjust and/or extend communications plans and strategies to ensure original communication goal(s) are met
- Inform customers of unforeseen product outages via timely, systematic messaging (average three times a week)

Salesforce

Project Coordinator | April 2021 - September 2022

- Supported an IT SVP, and their 900+ employees in 30+ global locations, in strategic operational efforts and communications that drove team goals annually
- Challenged the efficiency of existing IT processes and developed and executed improvement plans
- Strategically planned and executed all hands calls for five IT teams per quarter
- Strengthened the 200-person, Indianapolis IT community through quarterly, in-person event planning and execution
- Built, managed, and designed strategic agendas and slide decks for SVP and IT leadership team meetings
- Developed and executed creative, digital team-building initiatives twice a month for the global organization
- Ghostwrote top of mind messages and announcements from the SVP and strategized communication distribution plans

Senior Communications Analyst | March 2021 - April 2021

Communications Analyst | June 2019 - February 2021

- Interpreted IT's internal, technological change projects and developed, drafted, and disseminated strategic communications plans to assist 70,000+ employees in technology adoption
- Collaborated with change, training, and technical teams to ensure employees were enabled for technology transition

Ball State University Marketing and Communications

Student Communications Writer | January 2017 - December 2018

- Wrote 10+ releases weekly covering university news and events and pitched to local and national media
- Composed quarterly features of students and alumni for Ball State Magazine (50,000+ audience)
- Contributed content and strategized campaigns for Ball State University's Facebook, Twitter, Instagram, and Snapchat

Cardinal Communications

Assistant Executive Director | May 2017-August 2018

- Managed internal communications for 70+ member student-run creative communications agency
- Guided agency account directors through best practices for client work and team management with one-on-one mentorship and group meetings

Education

Bachelor of Science in Public Relations

Advertising and event planning concentrations

Ball State University | Muncie, IN | Graduated Magna Cum Laude May 2019