

# JODI AMICK

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jodiamick 

## SKILLS

Detail-Oriented

Exceptionally Organized

Team Leadership

Project Management

Growth Mindset

Excellent Written and  
Verbal Communication

Improving Efficiency

Man in the Desert Selling

Content Marketing

WordPress

SEO/Google Analytics

Adobe InDesign/PhotoShop

Microsoft Office

## EDUCATION

BACHELOR OF ARTS

Journalism & Mass  
Communication

Arizona State University  
2004 – 2010

## PROFESSIONAL PROFILE

An articulate, creative and self-motivated customer service professional with 13+ years of experience in a leadership role. I am passionate about learning and employee development. My skills include self-awareness, detail-orientation, hyper-organization and goal-setting and achieving to help companies accomplish business and social objectives.

## EXPERIENCE

### IN-HOME DESIGN SPECIALIST

The Container Store - Glendale, AZ / 2017 – Present

I am an expert in custom space design with a vast knowledge of all storage and organization solutions and products we sell. I manage the customer relationship development for in-home, virtual and in-store customer experiences. I manages projects from inquiry through installation to provide a seamless customer experience and achieve sales and other goals.

- Developed a step-by-step process for conducting consultations that insure closing the sale as well as increasing the average dollar of each sale by 30%.
- Coach a team of 25-30 employees to lead our store in the company's 3 major initiatives: custom closets, Organized Insider enrollment (perks program) and credit card applications.
- I consistently surpass my quarterly sales goals by 25%-110%.

### BANKING AND INSURANCE SOLUTIONS ASSOCIATE

USAA - Phoenix, AZ / 2016 – 2017

Provided member onboarding, servicing and facilitation of product sales through various channels. Deepened and retained member relationships through needs assessment and solution offerings from USAA products and services.

- Maintained exceptional metric numbers, including adherence, product referrals and identification of life events.
- Chosen as the Social and Celebration Coordinator for our team.

### CONTENT COORDINATOR

Everyday Dishes - Phoenix, AZ / 2013 – 2018

Everyday Dishes is an online media company that produces recipes for busy people who desire sensible and delicious meals made with better ingredients. My role as the Content Coordinator was to organize both the production and the publishing of content on the website as well as across the various social media channels.

- Spear-headed the email marketing team in steadily increasing our mailing list by an average of 200 new subscribers each week.
- Implemented a workflow that increased the productivity and clarity of the team's role in the production of various pieces of content and projects.
- Managed symbiotic relationships with social influencers to market our recipes in local and national digital foodie circles.

### SERVICE SUPERVISOR

David's Bridal - Avondale, AZ / 2005 – 2013

Support achievement of sales and profitability goals through program execution to achieve operational excellence, maintain inventory integrity, and develop and retain a high performing customer service team.

- Chosen as part of a team to lead the new Avondale store opening and partook in grand opening set-up procedures and the recruiting and training of new employees.
- Sought and maintained local vendor relationships with meet and greet nights and customer-targeted promotions.
- Appointed lead trainer for the Arizona market and led training classes for all newly hired Receiving Managers.