Virtual Assistant & Designer | March 2006 - Current
MandyShea.com
Clients: Google (worldwide), Chris Hill (Collin County Texas Commissioner), Neiman Printing (Dallas, Texas), RollerGirlSkates (national), Oliver Insurance Agency (Eau Claire, Wisconsin), Maple Manor Motel & Lounge (Eau Claire, Wisconsin), True Moua Photography (La Crosse, Wisconsin), Pro-TechGeek (California), Alicia Swartz - Real Estate Consultant (Santa Fe, Texas), local benefits, fundraisers & more
- Design logos, business cards, flyers, menus, brochures & magazines (Illustrator, Photoshop, InDesign)
- Organize data, technical writing, streamline business processes & form creation (Excel, Word, Acrobat)

Content Manager | February 2018 – Current
Coastal Waves Vacations - Galveston, Texas
- Standardize listings & content across all advertisement platforms (LiveRez, HomeAway, VRBO, AirBnB)
- Systematized all images & SEO metadata across all advertisement platforms (LiveRez, HomeAway, VRBO, AirBnB)
- Create floor plans & marketing pieces of all properties & follow up forms (Lucidchart, Excel, Publisher)
- Implement industry best practice processes & create reports to help facilitate guest satisfaction
  (Excel, LiveRez, email & phone)

Manager on Duty, Data & Content Management | October 2013 – October 2017
Sand 'N Sea Properties - Galveston, Texas
- Audited & maintained integrity of rental contracts; scheduled follow up with guests & associates regarding incomplete contracts (3,500+ rental contracts/year - SlimCD, LSI, GuestWeb, PropertyPlus)
- Processed & validated payments, credits & voids (5,000+ transactions per year)
- Systematized email templates customized for guests & intra-office (3,000+ emails per year, 50+ templates)
- Created & updated informational charts, forms, floor plans, maps & yearly international rental sales brochure (10,000 count - Illustrator, Quark & Excel)
- Managed content, tested & documented all issues with new website (CMS, PropertyPlus, Excel)

Content Implementation Specialist | January 2013 – July 2013 [contract/project completion]
AT&T (ProForce) - Richardson, Texas
- Implemented customer-facing materials per SLA timelines (SharePoint, CRD, CMX, TeamSite)
- Managed Wiki content for CXT Implementation Team of approximately 30 team members (Wiki Markup)
- Tested & documented all issues with new, custom content tool for all AT&T teams (ContentLibrary, Excel)
- Communicated with all teams via online chat & telephone meetings (Q-Messenger, AT&T Connect, Cisco)

Content Migration Specialist & Designer | August 2012 – January 2013 [contract/project completion]
American Airlines (Creative Group) - Fort Worth, Texas
- Migrated, edited & styled all 2004-2012 article content for American Way Publications magazines; American Way, Celebrated Living & Nexos (CMS, InDesign, Photoshop, HTML, CSS)
- Collaborated & updated content, images & style for 2013 article content for MyAA.com, a Human Resource website for American Airline employees & spouses (CMS, Microsoft Word, HTML, CSS)
- Tested & documented all issues with new, custom content tool (Excel)

Content Analyst & Designer | July 2010 – July 2012 [contract/project completion]
Hilton Worldwide (Paladin) - Addison, Texas
Clients: Hilton, DoubleTree, Embassy Suites, Garden Inn, Hampton, Homewood Suites, Home2 Suites
- Validated & optimized images, updated content & metadata (MediaBin, TeamSite, HTML, Photoshop, Acrobat)
- Verified & reconciled all conflicts & inaccuracies
- Facilitated the documentation of business best practices (phone, email, messenger, WTS, Outlook, Cisco)
- Standardized & created a document of established, but previously unwritten photography brand standards (Excel, Illustrator, Photoshop)

Web Designer | October 2006 – January 2010
Menards Corporate - Eau Claire, Wisconsin
- Developed independently an interactive "How To" application for vendor intranet used by 2,500+ driver vendors weekly (Flash)
- Optimized & touched up images, created mock-ups of weekly marketing e-mails (Photoshop, Dreamweaver)
- Coded websites, weekly & individualized marketing e-mails (HTML, CSS, Dreamweaver, Fireworks)