

JESSIE DAVIS

Well-rounded and well-travelled professional with experience in writing, editing, customer service, virtual assistance, and operations.



jmorgandavis@gmail.com



linkedin.com/in/jmorgandavis

SKILLS & ATTRIBUTES

Customer service
Operations and logistics
Writing and editing
Human resources
Mac and PC friendly
Data entry
French (good) and Spanish (basic)
Social media and SEO
Cloud-based and remote work
Teamwork and team leadership
Event and project management
Clear and effective communicator
Detail-oriented and efficient
Quick learner
Analytical, critical and creative
Organized, flexible and adaptable

EDUCATION

Centennial College

Journalism 2002-2003

Trent University

Political Studies 2001-2002

O'Neill Collegiate

OSSD with Honours 2001
Student Council President

EXPERIENCE

Freelance Writer and Editor

June 2001 to Present

Freelance/Self-Employed

- Writing for print/online media, web content, and marketing copy.
- Editing for books, plays, resumes, correspondence, and more.

Lena Cup (Virtual/Remote)

March 2016 to November 2019

Customer Service, Operations and Human Resources Consultant

- Provided world-class customer support via email, phone, social media, and chat, often managing over 50 customer issues per day.
- Interviewed, trained, and mentored new customer service teammates.
- Contributed updates to team "Wiki" reference guide.
- Produced and proofread copy for website, user guide, and social media.
- Initiated continual improvements including inclusive language and images, video close captioning, workflows and operational processes.
- Coordinated sponsorships, donations, and media/medical samples.
- Attended conferences to educate media and medical professionals.
- Managed various operational processes including updating customer service procedures, tracking inventory, and booking team travel.

Ceridian Dayforce (Toronto)

July 2012 to October 2015

Technical Writer

- Lead writer and researcher for all Payroll module documentation.
- Interviewed and trained junior technical writers.
- Liaised with developers, subject matter experts, and management to ensure accuracy and accountability.

Alleyoop! Lifestyle (Virtual/Remote)

2010 to 2012

Director of Operations/Co-Founder

- Recruited, trained, and managed concierges across Canada.
- Front-line management of day-to-day operations, national client accounts, and relationships with service providers.
- Created business name and logo, built website using WordPress and cloud-based request ticketing system using SysAid software.
- Conducted market research and engaged leads.
- Coordinated office moves and travel between Montreal and Toronto.

Thirsty Muse Concierge (Toronto/Remote)

2006 to 2010

Various Roles: Client Success Manager, Personal Assistant, Social Media Manager, Assistant to President

- Recruited, trained, and led a high-performing national team.
- Ensured renewal of existing contracts by managing all service metrics to a 97% positive overall experience and a 98% service recovery rate.
- Sourced and managed relationships with service providers.
- Initiated development of brand identity with social media.