

Kiara Lee

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[Website](#)

EDUCATION

Full Sail University , February 2023 Master of Fine Arts in Creative Writing; 4.0/4.0 GPA	Winter Park, FL
University of NC at Charlotte , May 2018 Bachelor of Arts in Communication Minor in Journalism	Charlotte, NC

SKILLS AND SOFTWARE PROFICIENCIES

Microsoft Office (Word, Excel, Outlook) • Canva • Adobe Creative Suite • Oral and Written Communication • Conflict Resolution Skills • Critical Thinking • AP Style Writing • Strategic Planning and Review • Scheduling • 65 WPM • Training and Development • Leadership • Content Creation • Active Listening • Attention to Detail • Interpersonal Skills • Collaboration Skills

WORK & LEADERSHIP EXPERIENCE

Aug. 2021 – May 2024 Senior Operations Lead	QIMA/WQS	Charlotte, NC
<ul style="list-style-type: none">Streamlined operational processes by implementing efficient systems and procedures, resulting in improved productivity levels.Managed cross-functional teams for timely project completion and delivery of high-quality results.Established a culture of continuous improvement by regularly reviewing operations, identified areas for optimization, and implemented necessary changes.Coordinated with multiple departments to optimize workflows, streamline communication channels, and improve overall efficiency within the organization.Assisted customers with questions and problems to build brand loyalty and cultivate lasting business relationships.		
Feb. 2018 – Aug. 2021 Content Creator	Crescent Media Services	Charlotte, NC
<ul style="list-style-type: none">Boosted brand engagement by creating compelling social media posts and campaigns.Improved user experience on the company website with relevant, well-researched articles and blog posts.Enhanced brand recognition through the development of tailored marketing materials and visually appealing graphics.Streamlined content creation processes by implementing efficient editorial calendars and project management tools.Cultivated a loyal following on social media platforms through consistent posting schedules and authentic community engagement strategies.		
Nov. 2018 – June 2021 Quality Assurance & Training Specialist	Printful Inc.	Charlotte, NC
<ul style="list-style-type: none">Enhanced employee performance by developing and implementing comprehensive training programs.Streamlined onboarding process for new hires, resulting in reduced time to productivity.Increased employee retention through engaging and relevant training sessions tailored to individual needs.Conducted regular needs assessments to ensure alignment of training initiatives with organizational goals and objectives.Created a positive learning environment by incorporating adult learning principles into all instructional designs.Documented participation and evaluated learning for each participant.Trained and monitored 10-20 new personnel hired to fulfill various roles.		
Jan. 2018 – July 2018 Content Curator & Social Media Intern	CJay Evolved	Charlotte, NC
<ul style="list-style-type: none">Enhanced website traffic through the consistent delivery of compelling articles and multimedia content, fostering widespread sharing and engagement.Maintained brand integrity across all curated materials, upholding a unified voice and message across diverse platforms.		

- Collaborated closely with design counterparts to produce visually striking imagery that seamlessly complemented article content, captivating reader attention.
- Exhibited adept time management skills, adeptly navigating tight deadlines and shifting priorities while upholding the caliber of output.

AWARDS & ORGANIZATIONS

Advanced Achiever Award (Full Sail) • Employee of the Quarter (Printful Inc) • 100 Black Women • Radio Free Charlotte Host
• Communities in Schools Mentor • Elevation Church eKidz Volunteer

CERTIFICATIONS

New Media Tools (2024) • Multimedia Storytelling (2024) • Social Media Marketing (2024)

REFERENCES

Available upon request