

ALYSSA NOAH

alyssag8988@gmail.com | 978-380-8988 | Stoneham, MA 02180

Summary

Dedicated and creative Master's graduate. Committed to promoting the success of others through meaningful support.

Skills

Relationship Management | Communication | Database Management
Education | Training | Process Improvement

Experience

Contract Recruiter | ReachHIRE- Concord, MA | 05/2020 – Current

- Screen resumes to find candidates who meet the program requirements as well as the job description.
- Video interview candidates to determine if they should be submitted to the client.
- Explain program requirements and timelines to candidates.

Talent Coordinator | Recorded Future – Somerville, MA | 04/2019 – 03/2020

- Managed all coordination for a global recruiting team through scheduling ~30 interviews and running~15 background checks weekly.
- Prepared offer documentation for legal compliance across 9 countries.
- Established relationships with colleges and universities to create campus recruiting strategy for internship program.
- Programmed software integration resulting in decreased time spent drafting offer letters.

Customer Success Coordinator | Statewide Communications - Salem, NH | 09/2018 - 04/2019

- Collaborated cross functionally with COO, Customer Success Manager, Engineer, and Telecom Technicians to ensure a smooth work flow by re organizing and restructuring our job dispatching software.
- Planned and executed account management slides to depict customers' current contract value and technical support history in order to customize service. Provided recommendations to customers based on industry and past trouble trends to improve company-wide communication.
- Increased customer satisfaction and retention through onsite customer visits.

Customer Service Representative | Statewide Communications - Salem, NH | 12/2017 - 09/2018

- Designed employee goal setting initiative, advising employees in creating 30 day, 60 day, 90 day, and semi annual goals, which resulted in managers being able to track employee progress.
- Established individually tailored on-boarding for new employees resulting in increased employee retention.
- Conducted extensive research on small business benefits packages; crafted a competitive benefits package which was presented to the COO and approved for implementation.
- Created and implemented process improvements to reduce workloads and bolster callback efficiency.

Teaching Assistant | Doyon Elementary School - Ipswich, MA | 09/2016 - 06/2017

- Implemented specialized curriculum, successfully teaching fifth grade student with traumatic brain injury to read.
- Coached student to learn and apply life skills which resulted in increased independence.
- Collaborated with teacher to devise and implement developmentally appropriate lessons aligning with school's philosophy and mission. Provided personalized educational, behavioral and emotional support.

Teaching Assistant | Thomas Carroll Elementary School - Peabody, MA | 09/2014 - 05/2016

- Designed and modified lessons to be inclusive of a classroom of 25 students with unique learning needs.
- Created behavior plan with clear expectations and reward system which led to an increase in positive behavior.
- Spearheaded whole brain teaching, which boosted student comprehension and improved learning time.

Education

Salem State University | Salem, MA | 2016

Master of Science: Elementary Education

Wheelock College | Boston, MA | 2014

Bachelor of Science: Psychology