

TAYLOR CONNOR

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CLIENT SUCCESS COORDINATOR

Demonstrated success in client management, project coordination, and fostering strong relationships. Leveraged expertise as a Client Success Coordinator to enhance project management skills, client experiences, and cross-functional team leadership. Prior experience as an Elementary School Teacher honed communication and interpersonal abilities within nurturing learning environments. Strong commitment to supporting others and adaptability in diverse work settings.

EXPERIENCE

Gauge Digital Media, Westminster, MD

8/2021 – 10/2023

Client Success Coordinator

Gauge Digital Media is a digital marketing company that provides services for paid ads (Google, Facebook, and LinkedIn), SEO, and web design. As a Client Success Coordinator, I effectively managed over 20 accounts, excelling in relationship building, revenue generation, and strategic account management, while demonstrating expertise in leading cross-functional teams, data analysis, and risk planning within the B2C and B2B tech space.

- Improved company performance by 50% through optimizing management software and streamlining processes.
- Monitored client accounts, identifying issues and devising strategies for enhancement.
- Contributed to the company's revenue growth by acquiring new clients through networking and providing referrals.
- Increased client account retention by ensuring a consistent high level of client satisfaction.
- Managed cross-departmental communication to guarantee timely project delivery within budgetary limits.
- Delivered regular reports to clients, providing comprehensive insights into the performance data of advertisements, SEO, and other relevant metrics on a monthly or biweekly basis.
- Employed communication and project management tools including Basecamp, Microsoft Office, Slack, Loom, and similar platforms to optimize workflow and promote team alignment.
- Identified opportunities for revenue growth within client accounts, collaborating with internal team members to spearhead new strategies.
- Trained and mentored new team members, imparting advanced system knowledge and effective client success skills.

Baltimore County Public Schools, Pikesville, MD

2/2020 – 6/2021

Elementary School Teacher

- Leveraged Google Meet, Jamboard, Google Slides, PowerPoint, Excel, Wixie, and other tools to create dynamic and interactive learning experiences for 25+ students, combining virtual and in-person instruction.
- Cultivated a nurturing and inclusive environment that supported students' academic, social, and emotional growth, fostering a sense of belonging and encouraging active participation.
- Fostered open communication and built positive relationships with students, parents, colleagues, and administrative staff, facilitating a collaborative and supportive educational community.
- Designed and executed comprehensive lesson plans tailored to accommodate diverse learning styles within assigned grade levels, ensuring inclusive and effective educational delivery.
- Established and enforced a structured classroom environment, implementing effective behavior management strategies to promote an inclusive learning atmosphere.
- Introduced interpretation services to facilitate effective communication with students' parents and guardians, ensuring seamless engagement and collaboration in their educational journey.

EDUCATION

Salisbury University

Bachelors of Science, Elementary Education

University Ambassador: Educators Rising Conference

Cum Laude Honoree

Dean's List Honoree

TOOLS & TECHNOLOGIES

Basecamp, Microsoft Office, Slack, Service Titan, Zoom, Upwork, Loom, Google Suite, Google Analytics, Google Ads, Facebook Ads, LinkedIn Ads, and other tools.