

Stephanie Podue | *Creative, strategic, and passionate; leading with kindness, dignity, and respect.*

EXPERIENCE

Financial Times Remote via San Francisco office AUG 2022-NOV 2025 | *Sr. Client Success Manager*

Client Retention Specialist with a client list that includes Economic Development Departments in the States of California, Washington, Maryland, New York, and North Carolina, major counties and cities in the US and Canada, as well as communities large and small across North America and the U.K.

Responsible for retaining over 40% of annual revenue for the FT Locations division, with one other support person on my product team, sharing responsibility for over 400 clients, internationally. Built lasting and trusted partnerships with clients through regular check-ins, inviting feedback, and making improvements.

Problem-solved with clients, tailoring the software solutions to their unique needs, with regular follow-up throughout the year, ensuring full integration, leading to high renewal rates.

Lead consultant and implementation specialist on the formation and organization of the Client Success Team across all products globally, establishing systems for documenting, tracking, and managing client needs.

AgriService, Inc. San Diego 2021-2022 | *Project Manager & Sales Lead*

Sole Project Manager for all service jobs, working with contractors, landscape architects, farmers, and home owners, to meet their unique needs through in-depth on-site consultations, building trust with strong follow-through and thorough product knowledge.

Managed inside and outside sales team, providing training in human-centered customer care, and handling more complex client needs while training and empowering staff to take on the role in the future.

Educated clients and community on the benefits and drawbacks of all product types available, as well as the positive environmental impact of their purchases.

Exceeded expectations of ownership; grew sales, customer satisfaction, and return clientele, while uplifting the internal office environment.

Invest in Women Entrepreneurs San Francisco 2018-2020 | *Communications Director*

Lead outreach and communications for the non-profit, including newsletters, surveys, website updates, social media posts, and copy editing.

Interview women business owners for articles and social media, internal research, and impact reports.

Implementation and documentation of special events that included economic developers, Small Business Administration personnel, banks, state economic development personnel, and legislators.

English Language Institute San Francisco 2018-2020 | *English as a Second Language Teacher*

Taught upper-level American English to a diverse group of international students looking to expand their use of the language to professional, academic, and native proficiency.

Created unique lesson plans for the classroom and off-site local excursions that encourage natural use of language, deepening learning and increasing student satisfaction and enjoyment.

Created and taught a seminar for colleagues on the latest science behind language acquisition and retention.

Anthropologie Baltimore, MD and Corte Madera, CA 2017-2019 | Sales Team Manager

Promoted from seasonal hire to full-time management in under 3 months.

Specialized in client care, training staff in elevated care and client retention. Increased return clientele, store sales, and positive reviews, gaining regional recognition for the Baltimore store.

Created a positive working environment for sales staff, cultivating an atmosphere of mutual respect and care.

Transferred to Corte Madera, CA and continued to offer specialized training in elevated client care, while creating and maintaining an uplifting work environment for staff in a busy and demanding store.

GIS Planning, Inc. San Francisco 2014-2016 | *Operations Manager*

Managed all non-technical functions from HR to bookkeeping to office management, and more, working with QuickBooks Online, Salesforce CRM, and an online payroll system.

HR responsibilities included on- and off-boarding, payroll support, managing employee needs, interviewing potential hires, planning and implementation of employee appreciation and team-building activities.

Bookkeeping included AP and AR via QBO, maintaining communication and positive relationships with clients and vendors, coordination with tax accountants, and banking.

Provided copy-editing support for both the marketing and design teams, as well as brainstorming outreach.

Planned and coordinated special events, for staff as well as client and vendor centered events, and conferences across North America.

Cultivated a warm and welcoming environment where staff felt supported and valued.

Rowan Electric, Inc. San Diego 2005-2012 | *Project Coordinator*

Moved quickly from part-time accounting assistant to full-time receptionist and admin assistant, followed by promotion to Project Coordinator, working for four project managers on all construction jobs.

Coordinated all commercial construction projects across San Diego County, working with clients, vendors, and contractors, managing complex parts and pieces with high standards and excellent attention to detail.

Maintained excellent relationships with clients, resulting in swift payment and priority for contract awards.

EDUCATION

University of California, Berkeley CA - B.A. English

Palomar Community College, San Marcos CA - A.A. Humanities

VOLUNTEER WORK

Sacramento Free School, current | Created beginner knitting courses that include written materials, video tutorials, group chats. Procured donated materials for classes, ensuring no one is left out for lack of funds.

Clay Pots, Baltimore, 2017 | ESL one-on-one teacher/tutor.

Chapter 510, Oakland, 2014-2016 | Event and workshop help, children's creative writing workshops.

Teach In Prison, UC Berkeley, 2014 | Writing help, San Quentin correspondence college and news paper.

Reference available on request.