

# Eleanor J. Patten

**She/Her/Hers**

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**LOCATION**

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## WORK EXPERIENCE

### Communications Workers of America

Data Specialist

Washington, DC (Remote)

July 2022 - Present

- Creates financial dashboards and reports utilizing SQL and Google Data Studio
- Trains union members on political technology in-person and virtually
- Maintains meticulous records for volunteer tracking in all 50 states
- Administers Labor Action Network software implementing security measures
- Supervises campaign activity to over 200,000 political targets

### Powered by PERKS - The Employee Experience Co.

Head of Customer Success

Washington, DC (Remote)

December 2020 - July 2022

- Managed and onboarded 50+ clients servicing 50,000+ employees/users
- Expanded event engagement, attendance, and operations at PERKScon
- Administered company Salesforce & Hubspot instances and reporting
- Ran trade show booths, product demos, and trainings to increase utilization
- Renewed 80%+ of clients for \$350,000 annual renewing revenue

### The New Hampshire Democratic Party

Field Organizer

Lyme, New Hampshire

May 2020- November 2020

- Built a team of 100 active volunteers and community leaders
- Engaged 500+ volunteers in virtual campaign events
- Hosted 75+ virtual phone banks and events via Zoom providing tech support
- Managed and recruited leadership for a virtual and physical staging location
- Completed 11,732 calls to recruit and confirm volunteers for action shifts
- Served as a union steward leading labor negotiations for organizing peers

### The Fulbright Program

English Teaching Assistant

Las Palmas de Gran Canaria, Spain

September 2019 - June 2020

- Led classrooms of 20+ Spanish-speaking primary school students
- Implemented activities to develop listening, speaking, reading & writing skills
- Customized curriculum to make it appropriate for six to twelve year olds
- Adapted to a remote learning environment due to COVID-19 pandemic

### Social Enterprise Institute at Northeastern University

Experiential Learning Teaching Assistant

Boston, Massachusetts

January 2018 - August 2018

January 2019 - August 2019

- Supervised 45 students in Cape Town ensuring their safety
- Negotiated with 10+ local partners to meet budgetary requirements
- Designed curriculum in social entrepreneurship and design thinking
- Coordinated service learning opportunities in low-income communities in Cape Town, South Africa and the Dominican Republic
- Fostered relationships between Northeastern students and local South African business students

### Education for the Children Foundation

Communications and Outreach Co-op

Jocotenango, Guatemala

August 2018 - December 2018

- Managed 20+ volunteers from various countries
- Created informational and fundraising videos using Premiere
- Overhauled EFTC's email marketing strategy to increase efficiency
- Translated and proofread daily social media posts
- Improved data entry techniques to support a new strategic plan

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## EDUCATION

### Northeastern University

D'Amore McKim School of Business and College of Social Sciences and Humanities

Bachelor of Science in Political Science and Business Administration

Minor in Global Social Enterprise

**Awards and Activities:** Dean's List, Presidential Global Scholar, Huntington 100 Honoree, Citizen Schools, Generation Citizen

## SKILLS & LANGUAGES

**Technology:** Google Suite, Microsoft 365, Email Marketing (Constant Contact, Mailchimp), Zoom & Digital Conferencing, Slack, Votebuilder-NGPVAN, SQL, Salesforce, Hubspot, WordPress, Squarespace, Adobe Creative Suite, Product Management (Asana, Jira, Trello, Confluence, Pendo),

**Languages:** Native English & Professional Working Proficiency in Spanish