

Eleanor J. Patten

She/Her/Hers

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LOCATION

1037 Fitchie Place
Durham, NC 27703

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

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-NGP VAN, SQL, Salesforce, Hubspot, WordPress, Squarespace, Adobe Creative Suite, Product Management (Asana, Jira, Trello, Confluence, Pendo),

Languages: Native English & Professional Working Proficiency in Spanish