

CIERRA (MILES) CRENWELGE

SKILLS

Project and account coordination

Administrative support

CRM and CMS experience

Adobe Audition and Premiere

Data analysis and visualization

Content development

EXPERIENCE

Marsh • Austin, TX – *Account Coordinator*

NOVEMBER 2022 – PRESENT

- Communicating with and working alongside multiple remote client support teams and departments to craft, format and gather presentations, proposals and other sensitive documents and data key to corporate clients' insurance renewals using Microsoft Excel, PowerPoint, Teams and Outlook
- Supporting the assorted insurance programs of more than 30 different accounts at varying stages of the renewal cycle via Smartsheet, Salesforce and self-created workflow management tools to produce polished, unique deliverables by deadline
- Achieved company-wide recognition as a Power Performer within the Account Coordination department in under one year of employment for demonstrated work and skills exceeding both expectations and scope of job description
- Facilitated the Account Coordination department in the company-wide transition to a new project portfolio management system and served as a subject-matter expert in the training of management and colleagues

RADIO: Outcast – *Dialogue Editor*

JANUARY 2023 – PRESENT

- Cutting and arranging dialogue recorded by voice actors to establish natural pacing in conversation across individual scenes and episodes as a whole
- Mixing and editing audio recorded under different conditions with varying equipment to build cohesive dialogue tracks via Adobe Audition for the podcast's second season, trailer and bonus episode
- Partnering with the podcast's director and co-creator to identify voice actors' best takes in the interest of bringing the scripts' cues and artistic vision to life

- Managing a personal production schedule and file organizational structure to meet internal deadlines and provide a solid audio foundation for the show's Sound Designer

Jonathan Dorf – *Freelance Website Manager*

OCTOBER 2021 – JULY 2023

- Designed and enhanced portions of employer's personal website using WordPress to showcase new theatrical work, professional honors, and media and press appearances
- Created original, eye-catching graphics through Canva for use as web page and content previews
- Extracted and reformatted images, scripts, and other data relating to employer's work from Dropbox for digital publication
- Composed newsletter templates via Sender.net to distribute important announcements and updates to interested subscribers

NEXT Insurance – *Property & Casualty Insurance Advisor*

AUGUST 2021 – AUGUST 2022

- Delivered phenomenal customer service via phone, email and chat to an array of existing and prospective customers from small businesses and third parties across the United States
- Produced and located Acord certificates, endorsements and other insurance documents and information critical to small business activities for clients and third parties by deadline using Zendesk, Robin and PDF Expert
- Upheld company and professional standards in the service and sale of various business lines to ensure the highest levels of informational accuracy and confidentiality
- Communicated with multiple individuals, teams and departments via Slack and Zoom to obtain and relay vital internal information, updates and documents

The Drag Audio Production House • UT Austin – *Story Submarine Producer and Studio Sound Engineer*

AUGUST 2020 – MAY 2021

- Oversaw and collaborated with a team and the Texas Book Festival to research children's books and authors for potential podcast episodes and determine their compatibility with our product
- Adapted original narrative text into scripts highlighting SFX, music and voice acting to develop immersive and captivating listener experiences
- Mixed and edited multiple tracks of sound effects, music and voice actor performances using Adobe Audition and Artlist.io to create six complete English and Spanish episodes published to Spotify, Apple Podcasts, and other podcast platforms
- Established weekly and monthly goals and deadlines regarding scriptwriting, sound design, recording and editing to streamline content creation and boost both efficiency and quality

Herbert Auto Supply • Fredericksburg, TX – *Driver and Inventory Clerk*

JUNE 2015 – DECEMBER 2020

- Designed and implemented advertising campaigns and social media presence via Facebook and Snapchat to increase sales and broaden consumer base
- Cultivated lasting relationships with local businesses and individuals during auto parts delivery to ensure patron satisfaction and establish customer loyalty
- Managed and refined store inventory, paperwork and data entry procedures to guarantee the organization and accessibility of important business and clientele information

EDUCATION

The University of Texas at Austin – *B.S., Journalism*

MAY 2021 • AUSTIN, TX • *summa cum laude*

Minor in Sociology

AWARDS

Marsh • *Power Performer*

SPRING 2024

The Honor Society of Phi Kappa Phi • *Membership*

SPRING 2021

CERTIFICATIONS

Property & Casualty Insurance License

AUGUST 2021 – PRESENT

All 50 U.S. states and Washington, D.C.