







Abby Elizabeth Kim

Operations

CONTACT

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EDUCATION

B.A. / Political Science
San Diego State University

B.A. / Marketing
San Diego State

EXPERTISE

Problem Solving
Customer Service
Account Management
Project Management
Proficient in Apple, Microsoft,
Zendesk, ATS/HR Software,
Asana, Google Suite

VOLUNTEER

San Diego Food Bank
Women Helping Women
Making Strides Against Breast
Cancer Volunteer

PROFILE

Self-directed operations professional and innovative thinker with experience building operations at early stage startups. Seeking position with the opportunity for challenging projects and professional development.

WORK EXPERIENCE

Operations Manager

Clipboard Health / 2018

- Hiring and onboarding
- Streamline operational processes
- Assist with the implementation of essential HR functions, such as workers comp
- Provide feedback on technology to improve product function

Head of Operations (contract position)

Flow Inc. / 2018

- Oversaw fund administration and operations for SPVs
- Client support- answered questions, assisted with tax prep and auditing
- Vendor management
- Quickbooks billing and invoicing

Operations Manager

Sightbox (post Johnson & Johnson acquisition) / 2017-2018

- Liaison between Sightbox and Johnson & Johnson on HR, benefits, and recruiting
- Full-cycle recruiting (decreased cost per hire by 40% and time to hire by 30%)
- On-boarded and trained all new hires
- Developed professional growth paths for customer service teams
- Handled sensitive HR matters and employee concerns

Office Manager

Sightbox / 2016-2018

- Developed SOP's and policies for Customer Operations Team
- Trained new employees
- Performed QA checks
- Managed and logged escalated issues

Marketing and Development Specialist

PetDesk / 2016-2016

- CRM and database management (increased warm leads by 10%)
- Performed market research
- Developed training content

Marketing and Outreach Specialist

American Cancer Society / 2015-2016

- Email and phone outreach to participants
- Managed Volunteers
- Provided customer and IT support to users