

Chasidy Rae Sisk

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OBJECTIVE: To generate quality content and expand my knowledge of various writing forms

PROFESSIONAL EXPERIENCE:

**Senior Content Editor at Nerdie.co
2017**

March 2016-February

Website dedicated to technological news

- Content calendar: Research appropriate content, manage staff of writers, assign topics to staff of writers, edit as necessary & post to website
- Social media content management
- Generate and produce content as needed
- SEO article creation and publishing

Contributing Editor for Acuvox

May 2013-present

High quality content creation company

- Edit content of articles before submission to client
- Perform QC process of articles

**Contributing Writer for Autobody News
present**

December 2010-

Collision repair industry publication with five regional publications

- Generate content based on editor assignments
- Research and create content related to industry news
- Develop and sustain network of industry contacts in order to generate leads
- Attend and report on industry events

**Senior Writer and Editorial at LocalSalons.com
August 2015**

November 2012-

Database of salons and spas

- Researched and developed bi-weekly SEO blog

- Created and edited web content for LocalSalons and salon/spa clientele
- Generated press releases and other marketing content
- Social media content management
- Content calendar

Lead Writer at Salinas.com

2009-2010

News website developed to local community

- Researched and developed news content relevant to community
- Edited content and posted online

Content Writer at Bookrags.com

2007-June 2016

Educational website providing summaries, study guides and lesson plans on literary works

- Read and researched assigned works of literature
- Developed lesson plans and study guides to include summaries and analyses as well as exploration of characters, symbols, themes and other literary techniques

Additional projects have included book reviews, marketing content, web content, article and blog generation, SEO article content, social media engagement

Technological Capabilities: Microsoft Office (Word, Excel, Powerpoint, Outlook), Wordpress (basic)

EDUCATION:

University of Delaware

Graduated May 26, 2007

Bachelor's Degree in English, concentration in Business and Technical Writing, Minor in Women's Studies

OTHER PROFESSIONAL EXPERIENCE:

**Stewart Lender Services
present**

March 2004-

(formerly DataQuick, MDA and TransUnion SSI)

Operations Manager for QC and Resolutions

September 2015-present

- Manage and support two teams, totaling 20 QC & Resolutions associates
- Conduct interviews with potential candidates and make sound hiring decisions
- Participate in client calls and meetings to enhance customer service provided

- Implement innovative process improvements, including flex schedule to better serve clients
- Serve as liaison between upper management and operations associates to facilitate comprehension of company initiatives
- Develop and coordinate training initiatives in accordance with industry standards and regulatory compliance
- Enhance team morale and promote collaboration through various forms of associate recognition

Operations Manager for Vendor Coordinator
2015

May 2015-September

- Managed team of 6 vendor coordinators
- Coordinated associate schedules and workloads
- Aided team with escalated items
- Participated in client calls and meetings to enhance customer service
- Coordinated training initiatives
- Monitored associate performance regarding productivity and quality

Team Lead for QC and Resolutions –Valuations Department
2015

November 2012-May

- Administrative duties, including maintaining reports to track service level agreements
- Provided support management for team of 15 associates
- Maintained up-to-date SOPs, edited vendor requirements and developed rulesets/checklists
- Distributed workflow and assignments to team

*Acting supervisor of 4-person team
December 2013

September-

Quality Control - Valuations
Department

December 2008-May 2015

- Reviewed appraisal documents for accuracy, consistency and completion
- Wrote SOPs related to department tasks
- Assisted with training new associates
- Consistently scored highest on team for productivity and quality

Online Abstractor - Search Department
2008

October-December

- Researched property information to establish chain of title
- Awarded Top Performer for highest productivity and quality in August 2007

Data Entry Personnel - Search Department
2005

February-October

- Enter data from searches provided from online abstracting team

Vendor Manager - Title Department
February 2005

March 2004-

- Coordinated with vendors to facilitate delivery of orders to meet client expectations
- Assisted on a variety of projects, including contributions to company newsletters

SKILLS:

Highly organized and adept at multi-tasking

Excellent written and verbal communication

Possess high level of emotional intelligence and experience with a variety of personality types

Promote harmony and positivity in a dynamic work environment

Innovate improvement procedures and adapts quickly to change