

# Hello. I'm Jaimee Henry CX Enablement Manager.

Innovative & collaborative enablement leader who undertakes complex projects with superior performance. Utilizes technology, design, and organization to improve systems and processes. Enables CX professionals with knowledge, tools, and methodology. Inspires team with vision, character, and grit.

## YOUR EXPERIENCES.

### CUSTOMER EXPERIENCE MANAGER

#### Workfront | Lehi, UT

Design, develop, implement, and maintain processes and methodologies to improve Workfront customers' experience and employee performance. Create and maintain documents, resources, and SOPs to support CX methodologies. Design and create an employee training plan for new processes and resources. Work closely with CX operations analysts to measure employee adoption and execution of key customer interactions. Facilitate relationships across various roles and teams to accomplish Workfront's strategic goals. Manage team members using Agile to carry out initiatives and produce internal enablement and customer-facing resources.

### TRAINING OPERATIONS LEAD

#### Workfront | Lehi, UT

Enabled the growth and success of a SaaS training team by managing the technology administration, on-demand content production, and training analytics. Led the implementation of an LMS servicing thousands of clients. Designed and created an online training support center. Managed projects and integrations involving multiple departments and vendors.

### EDUCATION AND TRAINING SPECIALIST

#### Workfront | Lehi, UT

Development and delivery of high-quality digital training materials to ensure customers' success with the implementation of software. Created content to contribute to training materials, curriculum, methodologies, and templates. Ensured that digital training material remains current amidst product enhancements. Continually researched innovative training methods and assisted in implementing training best practices.

### PROGRAM MANAGER / INSTRUCTIONAL DESIGNER

#### Toin University | Yokohama, Japan

Managed a small team of full-time staff members and 20 assistants to build an innovative program from the ground up, impacting the education of over 4,000 students. Managed and delegated requests from school and developed training program for new teachers. Additional Duties: Event planning and promotion (100-500 participants), program promotion, curriculum design and teaching.

### LEAD ENGLISH TEACHER / TECH COORDINATOR

#### International School of English | Yokohama, Japan

Taught 7 private / group lessons per day to ESL students aged 2-75. Followed and created curriculum for business English, daily conversation, test prep, and academic English. Additional Duties: trial lessons, evaluations, material development, custom lesson plan creation, IT troubleshooting, and tech program creation.



#### Location

Salt Lake City, UT

#### Phone

+208 573 3696

#### Email

henryjaimee@icloud.com

#### Website

jaimeehenry.com

## EDUCATION

Bachelors of Arts

2006 - 2010

**Northwest Nazarene University**

**Major: Liberal Studies**

**Minor: Art / Design**

**Minor: Photography**

Graduated: summa cum laude

**TEFL (Teaching English as a Foreign Language)**

2011 - 2012

HESS

## COMPETENCIES

Tech Saavy

Influencing Others

Resilient & Resourceful

Drives Vision & Strategy

Communicates & Collaborates

People Management

Learning & Development

Content Production

Creativity & Design

03/2018 - now

07/2017 - 03/2018

10/2016 - 07/2017

04/2014 - 09/2016

09/2012 - 03/2014