

TAMARIA COBB

PROGRAM ADMINISTRATOR • CUSTOMER SERVICE • TECHNICAL SOLUTIONS
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PROFESSIONAL SUMMARY

Customer-focused professional with proven experience in program administration, technical support, and stakeholder management. Demonstrated success in improving operational efficiency and user experience through data-driven strategies. Skilled in coordinating training programs, managing learning systems, and providing exceptional customer service while maintaining 100% client satisfaction rates.

AREAS OF EXPERTISE

PROFESSIONAL SKILLS: Customer Service & Support | Program Administration | Technical Support
Data Analytics & Reporting | Stakeholder Management | Process Improvement Learning & Development |
Project Coordination | Systems Administration

TECHNICAL SKILLS: Windows | Mac OS | C++ | Python | System Troubleshooting | Hardware
Installation | System Setup | Network Configuration | Salesforce | Microsoft Excel

PROFESSIONAL EXPERIENCE

Program Director

Inspiration Martial Arts – Johns Creek, GA
April 2023 – Present

- Applied data analytics to track student engagement and program performance, driving informed decision-making and aligning operational outcomes with organizational goals.
- Managed complex project documentation and administrative processes while coordinating program activities across multiple stakeholders
- Increased monthly profits by 100%, driving consistent financial growth through targeted enrollment strategies and operational efficiencies.
- "Grew and maintained active customer base by 33% through effective solution presentation and relationship management"
- Foster a sense of community through relationship building with students' families, driving loyalty and retention.
- Leveraged technical expertise and data analytics to optimize program performance and drive informed decision-making
- Developed and maintained strategic partnerships with local businesses, resulting in increased revenue opportunities.

Print and Marketing Manager

Staples – Johns Creek, GA
January 2022 – April 2023

- Administered customer training programs and technical support for print services.

- Directed inventory management, workflow coordination, and marketing project execution.
- Created, designed, and managed marketing materials, enhancing customer engagement and boosting sales.
- Collaborated with clients on print production and mailing services to meet business needs effectively.
- Improved team efficiency by streamlining document processing and creative material distribution.
- Leveraged data analysis tools to optimize inventory management and workflow efficiency, leading to a reduction in project completion time by 15%.
- Coordinated with vendors and stakeholders to ensure efficient workflow and timely project completion
- Utilized Salesforce CRM to manage customer relationships and track project progress.

Creative Assistant

Ruined LLC – Atlanta, GA

February 2021 – April 2022

- Employed digital marketing and content management tools to increase brand visibility, optimizing online engagement metrics by 20%.
- Contributed to brainstorming sessions, resulting in innovative campaign strategies and increased engagement.
- Maintained relationships with vendors, negotiating competitive contracts and ensuring quality services.

EDUCATION

Associate of Applied Science: Computer Programming

Gwinnett Technical College – Lawrenceville, GA

Expected Graduation: May 2025

- Relevant Coursework: Information Security Fundamentals, C++ Programming II, Python Programming
- Affiliations: Women in Technology, Association of Information Technology Professionals