

# Julieanna E. Pinto

Long Beach, CA | [Linkedin.com/in/Julieanna-Pinto/](https://www.linkedin.com/in/Julieanna-Pinto/) | 562-676-8490 | [JulieannaPinto@Gmail.com](mailto:JulieannaPinto@Gmail.com) | Willing to Relocate

## WORK EXPERIENCE

### Profit Recovery Partners

Costa Mesa, CA

Document Production Specialist

November 2020 – Present

- Developed the document production process to ensure uniformity in client-facing presentations.
- Implemented the use of Smartsheet and Excel to streamline the process and reduce turn time from 4+ days to less than 48 hours.
- Work with Executives, Sales, and Client Success Managers to ensure that all presentations meet the needs of the client.

### Curtiss Wright - Enertech

Brea, CA

Contracts Administrator

May 2019 - April 2020

- Reviewed and processed customer purchase orders, ensuring accuracy and compliance with US import regulations Negotiated and coordinated contract terms and conditions with customers, vendors, and other stakeholders.
- Assisted in managing a portfolio consisting of 10-12 customers, including Canadian plants. Collaborated with senior management to ensure 97% accuracy on all plant orders.
- Monitored and tracked the progress of each contract to ensure timely delivery of goods and services

### Best Buy

Long Beach, CA

Geek Squad Supervisor

November 2012 – May 2019

- Successfully led a team of 7-10 agents in providing top-of-the-line technical assistance and customer service, resulting in a satisfaction score increase of 25%.
- Managed schedules and assigned tasks to ensure efficient coverage and utilization of resources, leading to a decrease in average handle time by 10%.
- Created monthly reports on team performance against metrics and goals, allowing for more accurate forecasting and budgeting.

### Performance Technical Documentation

Anaheim, CA

Technical Writer

June 2018 – October 2018

- Maintained 55+ Disney attraction manuals for parks including Disneyland, California Adventure, Disney Tokyo, and Euro Disney.
- Implemented editorial changes in attraction manuals that adhered to Disney standards of work.
- Successfully implemented Pixar Pier changes in the 6 attraction manuals during the rebranding in the California Adventure Park.

### TrendingAllDay.com

Los Angeles, CA

Writer/Editor

Feb 2017 – December 2017

- Collaborated with 2 other writers to create evergreen and trending content for the website, including but not limited to interviews, lists, and breaking news.
- Managed Twitter and Instagram platforms, successfully growing the audience by 100,000+ followers in 3 months
- Attended and reported on influencer events around Los Angeles to create engaging content for the site

## PROJECT EXPERIENCE

### Profit Recovery Partners

Costa Mesa, CA

Document Production Team

Nov 2020 - Jan 2022

- Implemented the document production workflow for the Quarterly Savings Review presented to clients. This resulted in shortened document turn time and improved sales by allowing more time with clients

## EDUCATION & CERTIFICATIONS

### Certified Associate in Program Management

Issued September 2022

Project Management Institute

Expiration Date: September 2025

### Project Management

Issued May 2022

Google | Coursera

### MA in English Rhetoric

La Jolla, CA

National University

### BA in English Literature, Certificate in Professional Writing

Long Beach, CA

California State University, Long Beach

- Dean's Honors List

## SKILLS & INTERESTS

**Skills:** Microsoft Office (Excel, PowerPoint) | Outlook | Google Suite | Adobe FrameMaker | Smartsheet | Monday.com | MacOS | Windows OS | iOS | Bilingual (Spanish)

**Interests:** Project Management, Analytics, Social Media, Communications, Writing, Editing, Baseball, Theater, Live Events