

Courtney Shea Honeycutt

Data & Communications Management Professional

Rock Hill, South Carolina, USA

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Highly skilled and dedicated Data & Communications Management Professional with over ten years of experience in the data and information management industry. Proven track record of success in moderating high volumes of sensitive data, managing small teams of individuals, guiding & piloting multiple projects, and customer service. Expertise in strong leadership tactics, exceptional problem-solving skills, and detail oriented. Excel in fast-paced, high-pressure environments by consistently meeting and exceeding performance targets. Seeking a fulfilling and challenging role in the industry to best utilize my skillset while becoming a valuable contributor to the team.

Professional Experience

Data Integrity Specialist, Risepoint, Remote-SC

October 2022 - Present

- Extracting and analyzing data to produce accurate student client profiles using customer relationship management platforms such as Salesforce, Jenzabar, SLATE, and Element.
- Daily audits utilizing Microsoft Office, Power Apps, and other customized database tools to filter crucial information from university student records for supported online programs.
- Creating weekly reports by curating detailed audits based on the accuracy of student data. (Wiley University Services was acquired by Risepoint in January 2024)

Student Advisor, Wiley University Services, Remote-SC

October 2020 - October 2022

- Academically advised and structurally supported a high volume of students enrolled in online programs across multiple company partnership universities.
- Curated detailed degree plans based on academic requirements, desired career paths, and specialized accommodations according to students' individual needs.
- Maintained accurate information within the university student CRM databases
- Performed routine academic course and graduation requirement audits using macros and other database tools provided by MS Office.

Assistant Store Manager, Winthrop University Bookstore, Barnes & Noble, Inc., Rock Hill, SC

January 2017 - October 2020

- Performed seasonal interviews and provided necessary training for new hires according to university and company requirements.
- Maintained proper functional duties for daily operations such as delegating staff projects, responsibly fulfilled online product orders, curated staff work schedules, and provided exceptional customer service to meet desired sales goals.
- Managed social media accounts to drive store sales and encourage student interaction as well as design and procure merchandise for exclusive collections tied to large volume annual events.

Education

University of Phoenix, Online Programs
Bachelor of Science in Business Management

October 2015

Internship

Venue Support Assistant, Music Farm Productions, Charleston, SC August 2014 - April 2015

- Assisting with of music venue operations such as green room set up, assisting talent requests, basic closing procedures
- Office operations (1-2 days a week) handing of talent documents, box office operations, and assisting with email inquiries
- Social media and administrative duties such as curating content for the businesses Instagram page as well as uploading information to the business website about upcoming shows

Self-motivated, results-oriented professional that consistently satisfies core business objectives to fulfill company missions by proactively working with individuals at all capacities.