

# Aileen Redmon

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*Dynamic and resourceful professional with a diverse background in IT management, property management, teaching, and retail. A steadfast commitment to operational excellence and an entrepreneurial spirit. Dedicated to helping others succeed – whether by mentoring teams, educating students, optimizing processes, or enhancing customer experiences. I am a creative problem-solver seeking a challenging role that fosters growth and innovation. I am passionate about turning concepts into reality, driving progress, and exceeding expectations.*

## SKILLS

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- **OPERATIONAL EFFICIENCY:** Proven ability to streamline operations, resulting in improved productivity and performance.
- **TEAM LEADERSHIP, TRAINING AND DEVELOPMENT:** Adept at leading diverse teams. Demonstrated proficiency in designing and delivering training programs to boost skill levels and drive productivity.
- **CLIENT RELATIONSHIP MANAGEMENT (CRM):** Proven effectiveness in improving CRM strategies to maximize customer retention and enhance communication.
- **EVENT PLANNING AND EXECUTION:** Skilled in executing customer appreciation events, student competitions, and training sessions, including managing logistics, and coordinating with vendors.
- **COMMUNICATION:** Accomplished in developing marketing plans to effectively convey change and transition within organizations.
- **SOFTWARE PROFICIENCY:** Proficient in G Suite, MS Office Suite, Quickbooks, Photoshop, Canvas (LMS), and Canva. Quick learner.
- **LANGUAGE PROFICIENCY:** Native English, fluent in Spanish, and conversational in French.

## EXPERIENCE

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### **FINANCIAL OPERATIONS, ACCOUNTING AND PAYROLL SPECIALIST**

*Davis and Langford CPA, Alpharetta, GA | Jun 2024 – Present*

- Record and analyze financial data, including accounts payable, invoices, accounts receivable, and sales, to ensure accuracy and to support sound business decisions.
- Prepare monthly financial statements, including balance sheets, profit and loss statements, and cash flow statements.
- Manage, process and analyze payroll, ensuring timely and accurate payments.

### **PROPERTY MANAGER—OWNER**

*RedPro Properties, Johns Creek, GA | Jan 1997 - Present*

- Manage residential and vacation properties, handling tenant relations and property maintenance.

- Coordinated complete renovations of properties, enhancing their value and appeal.
- Balance business operations with compassionate management, adapting to diverse tenant needs.

### **MANAGEMENT AND MARKETING TEACHER**

*Fulton County Schools, Johns Creek, GA | Aug 2020 – Jul 2024*

- Developed and delivered curriculum, including hands-on projects, in Marketing Principles, Marketing Management, and Entrepreneurship.
- Planned and executed Future Business Leaders of America (FBLA) Competition Events for Northview High School students at the Region, State and National levels.
- Taught life and business skills – experientially.
- Leveraged remote teaching platforms during the pandemic, adapting to hybrid teaching environments.
- Earned student praise for effective communication and genuine care.

### **SALES, MERCHANDISING & ORDER FULFILLMENT**

*The Container Store, Alpharetta, GA | Sep 2019 – Aug 2020*

- As an in-store brand ambassador, engaged in thoughtful conversations with customers, provided product information and shared promotions.
- Organized and ensured a well-merchandised store, presenting products and displays to meet marketing and sales expectations.
- Processed on-line orders, ensuring timely and accurate delivery, and maintaining inventory accuracy.

### **OPERATIONS MANAGER**

*U First Fitness—a boutique fitness studio | Johns Creek, GA | Oct 2017 – Nov 2018*

- Offered exceptional customer service to encourage and support client goals.
- Standardized and documented the client onboarding process.
- Planned and executed customer appreciation events.

### **IT HELP DESK MANAGER, GLOBAL HELP DESK CONSULTANT**

*HP, Atlanta, GA | Jan 1992 – Aug 2002*

- Managed internal IT Help Desk for US and Latin America, overseeing 70+ employees and a \$4 million annual budget.
- Developed service level agreements, set organizational goals, and managed performance to meet service levels.
- Led transition of help desk support from South America to the US, including creating marketing and communications plans and delivering presentations.
- Created and implemented training programs for call center and help desk staff, ensuring business continuity and proactive communication.

### **IT DATA CENTER CONSOLIDATION MANAGER**

*HP, Atlanta, GA | Jan 1990 – Dec 1991*

- Managed successful consolidation of six IT Data Centers and application support into one US location.

- Worked with geographically dispersed teams and executive managers to understand needs and dependencies. Developed plans to address issues while meeting project goals and timelines.
- Maintained frequent and effective marketing and communications with all project groups throughout the project implementation.

## **EDUCATION**

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Bachelor of Science in Economics, Majors in Marketing and Decision Science  
University of Pennsylvania, Wharton Business School, Philadelphia, PA