

# Jessica Chizmar

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## Professional Summary

Skilled, cross-functional storyteller with experience keeping team members informed and connected through multiple channels. Innovative, proactive intranet manager with content creation and content management skills.

## Skills and Tools

- Writing and editing
- AP Style
- Content calendar management
- Cross-functional collaboration
- Intranet management
- Project management
- MS Office Suite
- Microsoft Teams
- HubSpot
- Slack
- Asana
- Digital signage
- Change management
- Employee engagement
- Social media content and management
- SurveyMonkey
- Canva
- Constant Contact
- Mailchimp
- WordPress
- SEO
- Organizational alignment

## Experience

### INTERNAL COMMUNICATIONS SPECIALIST | MILLWOOD, INC. | SEPT 2020 - PRESENT

- Managed community and content on Millwood's intranet site including the creation of several pieces of internal content each week consisting of company updates, urgent communications and team member testimonials
- Communicated company-wide organizational restructuring and personnel changes to 1,800+ team members
- Interviewed team members in person and remotely to produce intranet, blog and social media content
- Collaborated with multiple departments and 40+ U.S. locations to streamline communications for internal and external audiences
- Edited and published weekly communications from company co-owner
- Collaborated with Millwood's IT team and web development vendor to deploy a revitalized Wordpress-based intranet leading to an increase in intranet engagement by 190%
- Created a detailed tutorial library instructing team members on how to use the new intranet site
- Used AI tool Scribe to create communications SOP library
- Designed, wrote and edited internal and external communications emails
- Managed 400+ corporate and supervisory-level team member contacts in Constant Contact and Mailchimp
- Wrote SEO-optimized blog posts covering company-related news and events or trending industry topics relevant to Millwood's customers and external audience
- Created, updated and managed internal communications digital signage displayed at 40+ locations
- Trained corporate communications department on Asana task management

### MARKETING INTERN | MILLWOOD, INC. | OCT 2019 - SEPT 2020

- Assisted with execution of employee events
- Office administrative tasks including receiving visitors and answering phone calls
- Managed UPS address book and label creation

## Education

### BACHELOR OF SCIENCE | 2020 | KENT STATE UNIVERSITY

- Major: Advertising; Minor: Economics
- GPA: 3.8