
JULIA SCHULER

msjuliaschuler@gmail.com | [linkedin.com/in/juliaschuler](https://www.linkedin.com/in/juliaschuler) | (717) 497-0864

PROFESSIONAL SUMMARY

I am a team leader with over a decade of experience fostering trust as a dedicated advocate for both customers and members of my team. My greatest strength lies in my innate ability to navigate both familiar and uncharted territories with equal levels of precision and curiosity, leveraging my talent for organizing information to engineer clear paths to solutions and end goals. Passionate about continuous learning and improvement, I am driven by a service-oriented approach to leadership, where empowering others to succeed is not just a duty, but a core value I hold dear.

CORE COMPETENCIES

- | | | |
|--------------------------------|--------------------------------|--------------------------|
| ✔ Project Management | ✔ Advanced Conflict Resolution | ✔ Strategic Organization |
| ✔ Written & Oral Communication | ✔ Creative Problem Solving | ✔ Change Management |
| ✔ Stakeholder Management | ✔ Supportive Leadership | ✔ Cross-Cultural Teams |
| ✔ CRM Software | ✔ Calendar Management | ✔ Asynchronous Teams |

PROFESSIONAL EXPERIENCE

Genesis Digital, LLC - May 2020 - Jun. 2022 - Technical Support Team Supervisor - May 2021 - Jun. 2022 | Lead Agent - May 2020 - Apr. 2021

- **Customer Focus:** Raised customer satisfaction rating by 10% within the first quarter as Supervisor, implementing soft skills training.
- **Employee Engagement & Coaching:** Provided regular growth-oriented feedback, surpassing learning goals, reducing employees on PIPs by 75%.
- **Feedback & Conflict Resolution:** Successfully re-motivated disengaged employees by navigating and addressing employee concerns, leading to multiple promotions.
- **Cross-Functional Communication:** Developed cross-department communication methodologies, improving interactions with QA and more efficient customer support, reducing turn-around on advanced technical topics from over 1 month to 1-3 days.
- **Relationship Building & Negotiation:** Trusted liaison for internal conflict resolution. Served as a lead for de-escalation techniques while upholding company protocols while ensuring a satisfactory outcome.

Full work history available on LinkedIn: [linkedin.com/in/juliaschuler/](https://www.linkedin.com/in/juliaschuler/)

SPECIAL PROJECTS

Jammernomicon Database

Supervisor at Genesis Digital, LLC | Dec. 2021 - Jan. 2022

- Developed a database to streamline information accessibility among remote team members.
- Curated SOPs and essential resources, collaborating with several other departments as a team.

Logic Path Database

Supervisor at Genesis Digital, LLC | Dec. 2021 - Feb. 2022

- Orchestrated and combined documented and undocumented knowledge into one database.
- Collected end-user feedback to optimize the database for real-world use by support agents.

CERTIFICATIONS

2024 | Google

Foundations of Project Management Certification (Cert. # [6KCNLY84Y5SB](#))

Skills: Project Management | Change Management | Strategic Thinking | Organizational Structure

Currently working through Google's full Project Management Certification Course

2022 | NAPO

Essentials of Organizing

Skills: Workflow Management | Client Interaction | Ethics | Principles of Organizing

LANGUAGES

English Native speaker

Italian Conversational / Intermediate (studied in Italy 2023 - 2024)
