

JENNY MCLEAN

CONTACT

+1-919-218-3318

email@jennymclean.com

SKILLS

Customer Service

People Management

Logistics + Event Planning

Relationship Building

Project Management

Employee Engagement

Process Documentation

Performance Management

Onboarding and Training

Issue De-escalation

Data Analytics

4:2 Academy / Jeff Shore

TOOLS

Lasso CRM

Atlas

Newstar

NoviHome

MarkSystems

Microsoft Office

Google Suite

Slack

Trello

Salesforce

Oracle E-Business Suite

Linux, Mac, Windows OS

EXPERIENCE

NEW HOME CONSULTANT

05/2021 - Present

Red Door Homes

- Greet prospects, provide home tours, and assist with selecting a floorplan
- Maintain customer relationships using Lasso CRM
- Leverage social media to attract prospects
- Preparing sales contracts and marketing materials
- Educate customers on the home building process so that they feel comfortable and informed
- Connect prospects with local resources to assist them with their land search
- Keep current on market trends as well as our competitors' offerings
- Work with customers to resolve any issues or concerns that arise

NEW HOME SALES ASSOCIATE

02/2020 - 05/2021

HHHunt Homes

- Welcome all visitors and assess their housing needs
- Provide weekly construction updates to buyers and tend to their concerns
- Preparing sales contracts and marketing materials
- Collect CMA data
- Track loan progress and follow up where necessary
- Maintain MLS listings
- Oversee the appearance of the community and the model home
- Complete daily reports with observations of each day's activities
- Stay current on all aspects of the community such as features, available homesites, pricing, special promotions, etc.

EMPLOYEE ENGAGEMENT MANAGER

07/2018 - 03/2019

Red Hat

- Developed and monitored usage of rewards and recognition programs for global department
- Worked with global leadership to generate buy-in and support for employee engagement goals
- Created communication plans and collateral allowing them to easily share a consistent message
- Collaborated with cross-functional teams to contribute to training course development

INTERESTS



GARDENING



VIDEO
GAMES



PODCASTS



BEING
OUTDOORS



LEARNING



PINTEREST
FAILS

EDUCATION

Bachelor of Arts, Psychology
East Carolina University
Greenville, North Carolina

LICENSE

North Carolina Real Estate
Provisional Broker

REFERENCES

Available upon request

EXPERIENCE

MANAGER, TECHNICAL + CUSTOMER SUPPORT 12/2015 - 06/2018

Red Hat

- Manager overseeing customer technical support cases for a team of 100+ engineers
- Monitored case queues for urgent or potentially critical support cases and aligned resources
- Managed internal and external customer case escalations by engaging engineers, communicating action plans, and performing post mortem analysis
- Managed team of 14 direct reports. Develop schedules, assist with career development, and provide performance coaching
- Created and documented team processes and workflows to ensure global consistency

NA TEAM LEAD, TECHNICAL SUPPORT 03/2013 - 11/2015

Red Hat

- Grew engineer candidate pipeline by presenting at university and Red Hat career fairs
- Facilitated communication of changes to both downstream and current Red Hat software offerings to engineers
- Scheduled trainings, created documentation, and organized engineer alpha and beta software testing
- Project manager and department representative for various global initiatives such as migration to Genesys phone system
- Developed and delivered new hire training content and 90-day onboarding plan for engineers
- Coordinated department outings including logistics, catering, creating and delivering content, and facilitating Q&A session

HR PROJECT MANAGER

09/2005 - 11/2012

Red Hat

- Managed overhaul of global peer recognition tool and service anniversary program create scalability and cater to a global workforce
- Implemented changes to maintain cost and positive impact to associate engagement. Assisted with the development and analysis of company surveys such as the Red Hat Associate Survey
- Presented customized results presentations and shared recommendations to senior management and Corporate Leadership Team
- Organized onsite health fairs. Lead event design, budgeting, and event promotion. Negotiated vendor fees and increased quality of promotional items available to participants