

ERICA RITCHIE

General Manager and HR Coordinator

CONTACT



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Philadelphia, PA, USA



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EDUCATION

BA, Art History and Visual Art

Rutgers, The State University
New Brunswick, NJ | 2008

Currently Enrolled in SM-HRM

Temple University
Philadelphia, PA | Expected
Matriculation 2021

SKILLS

- People Management
- Recruitment
- Onboarding
- Training
- Policy/Procedure Creation
- Project Management
- Event Planning
- Vendor Management
- Employee Communications
- Payroll
- Customer Service
- CRM Management

PROFILE

Skilled business manager with broad operational exposure pursuing career in Customer Experience. Interested in utilizing and building upon the following skills gained over the last 10 years of operations and events.

Relevant EXPERIENCE

Account Coordinator

XWP | Philadelphia, PA | Oct 2018 - PRESENT

- Project Managing Sales lead initiatives through agile tech teams and utilizing Harvest and Jira
- Operational services for VP of Engagement: receiving and responding to RFPs, scheduling meetings, trip planning, expenses, reporting, and creation of client contracts
- Client Services: Act as point of contact for inbound inquiries and new leads, qualify sales initiatives, manage the CRM, streamline the pipeline process and participate in executive client meetings

Operations and Events Manager

Juice Philly | Philadelphia, PA | Feb 2018 - Dec 2018

- Oversaw daily operations and r&d through fulfillment of inventory management, forecasting, customer service, production, packaging, and distribution
- Supported Founder with the creation, planning and logistics for in-person pop-up events like GOODfest, Philly 10k VIP Night and many collaborations with various local businesses

General Manager

Bluestone Lane | King of Prussia, PA | Apr 2017 - Feb 2018

- Directed recruiting, onboarding, training, scheduling, ordering, receiving, and retail operations for two store locations
- Dropped labor under 30% while increasing productivity through effective management strategies, regular evaluations, creation of structured procedures and systems
- Developed grassroots marketing campaign with partnerships through pop-up events with local businesses like Tesla, LuluLemon, Athleta and Lily Pulitzer

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HR Generalist and Administrator

Internships

Research Volunteer

Cooperativa Cafetalera Capucas
Limitada | Honduras | Feb 2011-May
2011

↳ Researched direct-to-market
campaign strategies for local
products, including branding and
packaging.

↳ Focus on growing sustainable
tourism venture.

Archive Intern

International Center of Photography |
New York, NY | Oct 2007- Feb 2011

↳ Researched donors,
documentation process,
conditions reporting, database
creation

Volunteer

Asst Organizer

Mellow Johnny's Women's Ride

Run Leader

Zooma Women's Race Series

EXPERIENCE (CONTINUED)

Director of Retail Operations

HubBub Coffee | Philadelphia, PA | Mar 2013 - Apr 2017

- Directly supervised company leaders including store managers, Communication and Marketing director, R&D, Distribution and staff of up to 40
- Established and performed procedures for recruiting, hiring, onboarding, training, employee evaluations, and daily operations
- Managed payroll and benefits through ADP and Paychex, scheduled with platforms like Harri and WhenIWork, AR/AP through Ctuit and Plate IQ.
- Activated and developed events for large and small scale partners including: planning, contracting, construction of on-site models, travel, logistics, and on-site staffing
- Event partners included:
 - Harbinger Media- Press File Pope Francis' Philadelphia visit 2015
 - Google- Press File for 2016 Republican Debates in Charleston, Manchester, Greenville, Houston, and Miami
 - Google/Youtube- Press File for 2016 Democratic Debate in Charleston and Youtube's VIP Lounge for the 2016 DNC in Philadelphia
 - URBN: University City, Wayne, and Terrain Pop-up
 - NXT Sports National Lacrosse Tournament

Customer Relations and Events

Mellow Johnny's | Austin, TX | Sept 2011 - Mar 2013

- Assisted with build out, execution and break-down of Mellow Johnny's involvement in events like SXSW, ACL, and Georgetown Classic
- Reported to Events Director while effectively anticipating all clients' on-site needs
- Upheld business goals and standards through promotion of product in two departments: Soft Goods and Cafe

Manager

Rock'n Joe | Westfield, NJ | Nov 2008 - February 2011

- Set and maintained standards of superior customer service by positively engaging patrons concerns and complaints while bolstering customer loyalty
- Participated in active recruitment, on-boarding, training and meetings

