KIRA DEVAUL

(617) 777-0831

kira.devaul@gmail.com

San Francisco, CA

www.kiradevaul.com

EDUCATION

2008

University of Massachusetts
Amherst, MA
BA, Art History and Studio Art

2005

Massachusetts College of Art
Boston, MA

ADDITIONAL COURSEWORK

2013

Massachusetts College of Art Continuing Education
Boston, MA
Foundations of Graphic Design

Resourceful problem solver **obsessed** with finding the most **efficient** methods and the most **effective** communications to propel **mission-driven** companies toward greater impact.

EXPERIENCE

SHUTTERSTOCK — DEC 2015 - PRESENT
CONTENT COORDINATOR — SAN FRANCISCO, CA

- Facilitates evaluation of 700,000 images/week by answering questions and reaching quick and accurate decisions to maintain industry-leading TTM
- Writes and updates avg. 5 policies per month on quality standards and compliance policies; creates documentation on how to evaluate images
- Presents training sessions to avg. 2 remote image reviewers/month on quality standards, intellectual property policies, and system functionality
- Manages team of 30+ reviewers (contractors) to ensure team meets weekly KPIs, reviewing 100% of submissions each week with max 1-day turnaround
- Interviews avg. 10 candidates and hires avg. 2 remote contractors per month to review images submitted to Shutterstock and Bigstock sites
- Works across departments and time zones to provide customer and technical support; resolves submitter complaints and inquires on content rejections

COMMON SENSE MEDIA — AUG 2014 - DEC 2015
EDUCATION CONTENT ASSISTANT — SAN FRANCISCO, CA

- Responded to ave. 100 user inquiries/wk, which boosted community engagement and increased user-generated content by 25%
- Built/analyzed Google Analytics reports and communicated findings to team, which informed content strategy and increased traffic by avg. 15% each week
- Project management for site-wide content refresh that ensured most up-to-date information and most relevant search results for users
- Wrote 5 monthly “Best of” lists and blog posts which promoted new site content and highlighted monthly editorial themes

EXPLORATORIUM — JAN - JULY 2014
EXECUTIVE ASSISTANT (CONTRACT) — SAN FRANCISCO, CA

- Organized and prioritized email inboxes and other confidential data for 2 Directors; acted as gatekeeper for calendar requests and commitments
- Instituted procedures for tracking/updating Salesforce data, which led to more consistent communication amongst executives and external clients
- Planned and executed client meetings, workshops, and special events for groups of up to 100+ internal/external attendees

EDUCATION RESOURCE STRATEGIES — NOV 2011 - NOV 2013
PROJECT COORDINATOR — WATERTOWN, MA

- Provided comprehensive support to 50-person staff: analyzed operations and workflows; conceived and initiated new operational systems that improved communication, and enhanced cross-team collaboration
- Built strong relationships with managers and staff, generating a supportive culture and productive team in a heavily deadline-driven environment
- Optimized structure and workflows for company intranet, resulting in greater speed and access to time-sensitive information for staff and clients
- Designed and co-led company's first orientation program for new hires
- Developed and implemented company's first employee manual outlining all proper business procedures and office protocols.

SKILLS

PROJECT MANAGEMENT

GSuite
MS Office
Trello
Box
Okta
JIRA
Confluence
IFTTT
Asana

DATA ANALYSIS

Excel
Google Analytics
Tableau

VIRTUAL COMMUNICATION

Slack
Skype
Hangouts
GoToMeeting/Webinar

DESIGN / VIDEO EDITING

Adobe Illustrator
Adobe Photoshop
Adobe InDesign
Final Cut Pro
Camtasia

RELATIONSHIP MGMT

Salesforce
Greenhouse
SurveyGizmo
ExactTarget
Social Media

OTHER

GSuite
Wordpress
Litmos LMS
Drupal CMS
BetterWorks
Workday
Basic HTML

HOBBIES

Documentaries
Scooter riding
Food exploring
Current events
Photography
Podcasts
Cooking
Hiking
Kayaking
Yoga

HARVARD UNIVERSITY JAN 2011 - NOV 2011
MUSEUM STORE SUPERVISOR CAMBRIDGE, MA

- Supervised 6 associates: created rotation schedules, approved/denied PTO requests, resolved personnel issues, conducted performance reviews
- Partnered with Dir. of Operations in ordering store products, managing inventory, and reconciling financials of $500K museum gift store budget
- Researched new products and cultivated vendor relationships; coordinated meetings with sales representatives and negotiated payment terms
- Created job postings, interviewed, hired, and onboarded new museum store employees; trained new hires on museum operations and Harvard policies

MARY BAKER EDDY LIBRARY JUL 2008 - JAN 2011
VISITOR SERVICES SUPERVISOR BOSTON, MA

VISITOR SERVICES SUPERVISOR OCT 2009 - JAN 2011

- Worked with Dir. of Operations to manage the museum store ordering, merchandising, and inventory processing
- Created daily and monthly rotation schedules for team, ensuring adequate coverage and equal task distribution
- Performed all associate duties (see below) and supervised staff of 5 visitor services associates

VISITOR SERVICES ASSOCIATE JUL 2008 - OCT 2009

- Rotated daily as tour guide, store associate, admissions clerk, and greeter
- Individually presented 20-, 40-, and 60-minute guided tours to groups of 1 to 100 visitors up to 6 times per day
- Reconciled daily cash and credit card deposit totals averaging $5K per day and ensured sufficient bill distribution for next business day

INTERNSHIPS

CAMBRIDGE ARTS COUNCIL SEPT 2010 - MAR 2011
COMMUNITY ARTS INTERN CAMBRIDGE, MA

MT. HOLYOKE COLLEGE ART MUSEUM MAY 2007 - MAY 2008
PR AND MARKETING INTERN SOUTH HADLEY, MA