

KELCIE DES JARDINS

262-212-4252

kelciedesjardins@gmail.com

866 N Dillon Street

Los Angeles, CA 90026

EXPERIENCE

Touchcast

Partner Success Manager — May 2022 - present

Strategically supports Touchcast's partner Accenture through training and dedicated support of Touchcast software and product suite, fostering relationships with both Accenture's internal teams and their clients. Devised and delivers Touchcast's partner training program, actively building the product knowledge base as new features are released.

Project Manager, Partner Training Lead — Aug 2019 - May 2022

Worked with product managers and developers to create Touchcast's virtual event platform, from market research to project management to QA and, eventually, executing events on the platform for clients. Simultaneously onboarded Accenture Productions to Touchcast technology, laying the groundwork for their enterprise contract.

Copywriter — March 2018 - Aug 2018

Overhauled Touchcast's website in time for the launch of their production software, Pitch. Wrote copy for advertising campaigns, collaborating with the art director in their design and execution for a splashy premiere.

Sococo

Content Director — Aug 2018 - May 2019

Conceptualized the new voice for remote work collaboration software Sococo, including the company's style guide, commercial scripts, social content, email campaigns, and media kit.

Paragraph

Managing Editor — March 2018 - Aug 2018

Oversaw weekly production of the lit zine *Paragraph Shorts*; managed a team of five in curating media, obtained media permissions for photography used, and executed social promotion.

EDUCATION

New York University

New York, NY — 2011 - 2014

B.A. English and American Literature

SKILLS

Wizard with Adobe Photoshop, Premiere and Xd. Extremely familiar with monday.com, Miro, Figma, Jira, and Confluence. Plays nicely with Teams, Zoom (and occasionally Webex). Wordsmith with a heart of gold, egalitarian consumer of content. Proficient in written French and German.