

# Blake McAdow

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## EDUCATION

**B.F.A. in Studio Art-Printmaking at The Ohio State University**  
Cum Laude, with Distinction

May 2011

## PROFESSIONAL EXPERIENCE

### **Cambium Assessment (formerly American Institutes for Research)**

#### **Assistant Client Service Center Manager**

Jan. 2020-Present

- Managed 45+ direct reports responsible for 50,000+ yearly transactions of school administrators experiencing technical difficulties while delivering computer based assessments
- Spearheaded the redesign of the department's interviewing process to be used for 200+ applicants per cycle
- Led user research study to examine efficiency in case creation and workflow office wide. Distributed guidelines based on findings
- Led focus groups, performed usability studies and then redesigned internal forms to improve efficiency help desk wide, cutting call times for complicated issues upwards of 11%
- Sponsored Employee Engagement Committee and acted as mentor for programming throughout the office

#### **Senior Project Coordinator**

April 2019-Jan. 2020

- Regularly created case reports of all departmental activity to identify potential issues and ensure strong client relations
- Responsible for team quality assurance to ensure call standards met client requests

#### **Project Coordinator**

June 2015-April 2019

- Managed 3 teams and became project expert on all systems associated with the clients we served
- Designed a new system and trained a group of product experts who assisted clients with escalated issues
- Worked directly with agents to improve performance by leading regular trainings, developing informational materials, and proving monthly one-on-ones to develop soft skills

### **Staffmark (for American Institutes for Research)**

#### **Help Desk Agent**

Dec. 2013-June 2015

- Became a team leader and assisted other agents with all technical user inquiries. Became a product expert in an internal software system and assisted other agents and coordinators in its use
- Worked in multiple phone and email queues to field user questions regarding high stakes standardized assessments delivered across the country

### **Ohio Association of Foodbanks**

#### **Americorps VISTA**

June 2013-Dec. 2013

- Modernized organizational calendar and all office documents, rewrote and re-designed all volunteer manuals and training documents for new volunteers to my organizational site
- Designed promotional materials for all organizational events

### **Web Development Intern**

#### **Data Alliance**

Nov 2012-May 2013

- Worked in VB.NET to assist in developing web forms for a regional trucking company's load system
- Worked in C# to develop part requisition forms and refine user role permissions for Andretti Motorsports

## QUALIFICATIONS

**Software Proficiency:** HTML5, CSS3, Figma, Photoshop, Adobe XD, Procreate, Google Suite, 8x8

**Analytical and People Skills:** Project management, conflict mediation, customer service, quality assurance, interviewing and retention