

Sarah Sleiman

WORK EXPERIENCE

Kidcaboo

December 2022 - Present

Chief Relations Officer

- Researched and implemented a new company-wide call and text system with new functionalities that increased efficiency and cross team collaboration.
- Managed Parent Relations, Driver Management, and Hiring departments and created action plans to improve each department and increase efficiency by utilizing technology.
- Lead weekly team meetings and regular 1-on-1s with each team member.
- Developed processes for the development, onboarding, and active driver management teams, streamlining documentation and communication.

Vice President of Growth

- Screened, interviewed, and hired 124 drivers in high demand areas within 9 months, drastically increasing our capability to meet customer demand.
- Connected 92 new families with new drivers, bringing in \$2,760,000 in annual recurring revenue.
- Created an automated spreadsheet utilizing Google Maps API to find a driver applicant near each ride request, resulting in reduced manual work and decreasing driver match time from 4 hours to 1 minute.
- Implemented a project management tool and new processes to manage driver hiring requests, enabling cross team collaboration while increasing efficiency and accuracy.

Omnicell (acquired previous employers, FDS & Amplicare)

June 2019 - Present

Senior Customer Enablement Consultant

- Built an online training course for new hires joining the customer support team, consisting of 3 certification levels. Process included executing a needs assessment, creating a project management timeline, creating the education material and distributing the course. Implemented a variety of formats to work for different kinds of learners including videos, documents, and hands-on learning activities.
- Designed and presented 25+ live webinars for product users to increase product usage, adoption and learn about the Medicare and Medicaid industry.
- Developed and executed a 40 hour in-person training program for 10 trainees, focused on how to solve common issues and processes to handle 5x typical inbound calls and chats during busy seasons.
- Created 3 2-minute videos for product user training webinars that increased webinar registrations by 2x.

Account Manager

- Assessed customer pain points by analyzing 2 years of usage and churn data and interviewing 15 customers. Identified cause of high churn was due to low initial product utilization. Created and presented solution of a new onboarding process to management, decreasing cancellations by 20%.
- Conducted quarterly business reviews with large chain accounts, optimizing product usage and metrics.
- Executed 4 beta tests with 20+ customers and summarizing feedback to product managers, improving software experience before rolling out to all customers.
- Generated 34 upsell leads and \$55,000 of potential revenue expansion from upselling accounts.

Customer Success Specialist

- Provided customer support to 300+ accounts weekly resulting in 99% customer satisfaction.
- Facilitated onboarding and conducted 180 product trainings for clients to ensure product usage.
- Followed up with accounts with expired payment information, saving over \$20,000 in lost revenue.
- Negotiated annual customer contract renewals to prevent cancellations, saved \$40,000 in revenue.

Code the Future Inc

April 2016 - December 2020

Founder and CEO

- Closed 7 contracts worth \$25,000 to provide robotics and coding services to elementary schools.
- Analyzed customer needs and developed specialized coding camp curriculums, extending service offerings.
- Created business plan including market research, financial projections, and marketing plan.
- Designed and managed a week-long training and onboarding program for 8 new employees.

EDUCATION

The College of New Jersey, School of Business

-Bachelor of Science, Business Management | GPA: 3.7, Dean's List

Project Lead, Mayo Business Plan Competition, The College of NJ

- 1st Place, recipient of \$30,000 to start Code the Future thereby demonstrating entrepreneurial skills.
- Presented to an audience of 100+ and 6 judges.
- Directed team of 4 college freshmen to independently learn about business plans.
- Created 3 minute video about the organization to support the business plan.

SKILLS

Google Suite, Asana, Jira, Intercom, Salesforce, Microsoft, Aircall | Spoken and written fluency in Arabic and English.