

Denise Naa Adjeley Adjei

Phone: 240-302-4143 | Email: deniseadjei3@gmail.com | LinkedIn: www.linkedin.com/in/denise-adjei

EDUCATION

New York University, M.S. - Human Capital Management & HR Information Systems

University Of Maryland, B.A. - Sociology & Public Policy with minor in Science, Technology, Ethics, and Public Policy (STEP)

UX Design Institute, Glasgow Caledonian University - Professional Diploma

PROFESSIONAL EXPERIENCE

TikTok, *Mass Account Manager (Global E-Commerce: Fashion)*

Present

- Standardized creative outreach strategies for BDR employees to source leads, raising team response rates to nearly 46% from 23%. Implemented short training programs during team meetings to improve performance.
- Assisted top fashion brands on TikTok Shop by utilizing data to strategize communications and campaigns in the form of talking points, short video content, live streams, multimedia, etc resulting in a GMV increase that surpassed our monthly goal of over \$10M/month reaching over 500M users.

Allete, *Engineering Project Manager Intern*

August 2023 to December 2023

- Designed onboarding decks for key stakeholders, including hedge funds, municipalities, and school districts. Delivered white-glove service and maintained excellent executive communication with CEOs, board members, and other high-level officials. Worked closely with Human Resources to ensure seamless onboarding on new employees and comprehensive training materials.
- Independently redesigned team project tracking system to minimize wasted time and resources and clearly assign defined tasks to team members. Conducted research for construction projects that would serve over 100,000 community members across the country.

Amazon, *Business Operations Management Intern*

June 2023- August 2023

- Utilized employee feedback to independently redesign the dock shipping floor layout in Amazon's flagship facility, and implement new pathways that resulted in a 52% gain in capacity and driving an 83% decrease in employee injuries. New pathway model was adopted across all teams in the warehouse.
- Directly managed the day-to-day tasks of a diverse team of 70 associates, ensuring productivity surpassed performance targets.
- Utilized social psychology and adult learning methods to design training programs for new hires and maintain high performance of current employees contributing to our team being amongst the top 10% of highest performing facilities. Acting liaison between Human Resources and staff for onboarding, time off request, etc.

Maryland Institute for Applied Environmental Health, *Web Developer & Research Assistant*

August 2020 to December 2021

- Implemented a comprehensive and inclusive recruitment/training program for new research assistants from diverse backgrounds, integrating instructional design principles to facilitate their onboarding process and support to ensure successful acquisition of CITI clearances for human research.
- Assisted in overseeing the full cycle production of our interactive Climate Equity Map, utilizing socioeconomic data from 750,000 Maryland residents to develop databases & algorithms and implement them in Python to predict health outcomes based on geographic location. ([MD Climate Equity Map](#))
- Authored compelling articles and delivered persuasive presentations to target audiences, articulating socio economic trends as they relate to healthcare resulting in increased community donations by 15% and a 32% rise in ticket sales for the annual CEEJ symposium.

Maryland State Dental Association, *Marketing Strategist Intern*

August 2020 to March 2021

- Devised and executed highly effective comprehensive CRM initiatives to generate sales that surpassed our Fall 2021 fundraising goal by 136%, utilizing social media marketing platforms such as Instagram, Twitter, TikTok, LinkedIn, etc for content creation and to encourage active consumer engagement to drive exceptional results that benefited predominantly minority communities.
- Successfully negotiated and fostered robust B2B relationships with over 15 local vendors and business owners, collaborating with them to devise effective marketing strategies to secure funding for our annual grassroots project, enabling free dental care to low-income community members.

RoseU Medical Center, *Medical Assistant*

May 2019 to January 2020

- Delivered compassionate patient care as well as aided the front desk in collecting co-pays and prior authorization. Designed a new patient check-in system that cut down wait room times by 33%.
- Pioneered comprehensive consumer research initiatives to understand local consumer perception and created visual advertisements on behalf of the office.

Johns Hopkins Hospital, *Nursing Recruitment Department & ICU, Intern*

June 2018 to August 2018

- Supported HR in sourcing and talent screening efforts, utilizing job boards to find candidates, created and sent offers to nursing candidates, utilized computer systems for efficient information referencing and paperwork processing. Additionally, provided support to the HR department by assisting in candidate selection, conducting screenings, writing job descriptions, interviewing candidates, and ensuring suitable job matching. Supported healthcare professionals in maintaining accurate patient records, monitoring vital signs, and assisting with medical procedures.
- Participated in talent acquisition and strategic talent mapping efforts and assisted in developing and relaying compensation information in the Human Resources department. Actively conducted and participated in patient assessments and care plan development..

LEADERSHIP & ORGANIZATIONS

University Student Judiciary, *Board Member*

August 2020 to Present

- Conducted hearings and reviewed cases of alleged violations of campus policies. Worked with fellow board members to question relevant parties and analyzed available documentation to make informed decisions about recommended sanctions and disciplinary actions.

Maryland Mock Trial, *Attorney*

January 2021 to August 2022

- Experienced Mock attorney mastering all case details and advocating for clients in a competitive environment with a track record of success, securing two 1st place wins in AMTA National competitions.

"ChitChat", *Co-founder*

April 2018

- Provided fourth-grade minorities free tutoring, homework assistance, engaging presentations about internet safety, and informational sessions on middle/high school opportunities to bridge educational gaps. Delivered presentations to students about internet safety and healthy lifestyle habits.

SKILLS / CERTIFICATIONS & AWARDS

- | | |
|--|----------------|
| Google Product Inclusion & Equity Competition 2nd Place Champion | August 2023 |
| Google IT Automation with Python Professional Certification | September 2023 |
| Google Project Management Professional Certification | September 2023 |
| Meta Front End Developer Professional Certification | December 2023 |

Denise Naa Adjeley Adjei

Phone: 240-302-4143 | Email: deniseadjei3@gmail.com | LinkedIn: www.linkedin.com/in/denise-adjei

- Salesforce, Stata, R, Microsoft 365 Software, Excel, MS PowerPoint, Talent sourcing, Python, Product Management, Customer Service, Account Management, Workday, Payroll, LinkedIn Sales Nav, ZoomInfo, Human Resources (HR)