

# Meryl Harden

323-839-4031 | merylharden@gmail.com

<https://www.linkedin.com/in/merylharden>

<https://www.merylharden.com>

## Profile

Technically adept professional with over a decade of experience supporting teams, clients, and projects across creative, technical, and operational environments. Skilled in diagnosing and resolving complex issues, optimizing workflows, and implementing efficient systems that improve user and team outcomes. Known for blending analytical thinking with empathy, integrity, and a commitment to continuous learning. Adept at translating technical concepts into clear communication, fostering collaboration across disciplines, and ensuring consistent, high-quality support for both people and processes.

## Knowledge

Apple iOS / Mac OS / Windows OS / Linux OS / Android OS / Figma / Adobe Photoshop / Adobe Lightroom / Adobe Illustrator / Adobe InDesign / Wordpress HTML / CSS / Microsoft 365 / Benchmark Email Marketing / Mailchimp / Campaign Monitor / ZenPlanner / GitHub / Meta Business Suite / Google My Business / Google Analytics / Ooma Office / DropBox / WIX / Canva / Design Best Practices / Video Editing Software - Videoleap & iMovie / Google Workspace / Dreamhost / GoDaddy / Slack / Whatsapp

## Experience

### **Ampersand Artists | Head of Commercial Production, Artist Representative**

**Los Angeles, CA (September 2022 – August 2025)**

Represented and connected illustrators, animators, and storyboard artists with major brands, advertisers, and creative agencies. Managed daily communications and workflows with artists, clients, and the Ampersand team through email, phone, and Zoom. Led technical troubleshooting and maintenance for the company website's frontend and backend, while serving as the primary point of contact for internal system and software support. Developed efficient organizational systems for administrative records and artwork using Google Workspace, Shift Media, and FileMaker. Partnered closely with the CEO to strengthen the agency's digital presence through Instagram, TikTok, and targeted email marketing. Designed and managed promotional assets, coordinated client and team meetings, and provided timely support for urgent requests. Successfully booked collaborations with leading companies including Disney, Universal, Amazon, Red Bull, Nintendo, EA, Riot Games, Paramount, Apple, Meta, Netflix, Google, Warner Bros., NFL, Sony, Adidas, Comcast, and Mattel.

### **School of Martial Arts - West LA | Social Media Specialist / Administrative Assistant**

**Los Angeles, CA (April 2021 – September 2022)**

Supported daily operations and student communications through email, phone, and Google Voice to ensure timely assistance and accurate information exchange. Organized and maintained office records, including confidential documents, in compliance with institutional standards. Managed the organization's digital presence using social media marketing tools such as Meta Business Suite and Google My Business. Evaluated the effectiveness of marketing strategies, identified areas for improvement, and presented actionable recommendations to enhance engagement. Monitored emerging social media trends and advised management on updates relevant to ongoing campaigns and outreach efforts.

### **Rachmann Tattoos | Scheduling Coordinator**

**Los Angeles, CA (December 2019 – September 2022)**

Built and managed the Wix website [www.danirachmann.com](http://www.danirachmann.com), ensuring consistent functionality and design alignment with the artist's brand. Acted as the primary liaison between clients and business owner, coordinating communications via email, phone, and text. Scheduled and managed appointments for dozens of clients each month while maintaining accurate records and timely follow-ups. Oversaw regular site updates and implemented improvements to enhance user experience. Collaborated closely with the owner in weekly meetings to refine client communication strategies and optimize booking efficiency.

### **Enjoy Technologies | Field Expert**

**Los Angeles, CA (March 2019 – December 2019)**

Finalized device delivery, activation, and setup for Apple, Android, Sonos, Magic Leap, and Google products. Utilized in-house and AT&T Opus software for activations, data entry, and record management. Provided hands-on product support, including in-store troubleshooting and customer assistance. Logged and escalated technical errors through ticketing systems for internal and AT&T Support review. Collaborated with colleagues via text, email, and phone to deliver timely technical assistance and remote support. Reconciled and recorded end-of-day inventory to ensure accuracy across product tracking and sales reporting.

## **Apple | Apple Specialist**

**Los Angeles, CA (December 2017 – March 2019)**

Delivered tailored customer solutions by actively listening, diagnosing needs, and providing expert product recommendations. Trained new employees on equipment setup and usage to ensure confident, consistent service delivery. Consulted with customers regarding technical and service inquiries, relaying insights and feedback to management for process improvement. Supported operations during overnight shifts, launch days, and product release events to ensure efficient execution and positive customer experiences. Partnered with Genius technicians to coordinate seamless device repairs. Managed internal communications by navigating phone systems and relaying messages accurately via email and text.

## **Gathr Films LLC | Communications Coordinator**

**Los Angeles, CA (April 2013 – April 2017)**

Assisted in developing customer support operations using Zendesk and Zoho CRM to improve service efficiency and communication workflows. Contributed to the design and implementation of a comprehensive Help Center featuring an FAQ tailored to multiple user groups. Acted as liaison between event organizers and the internal booking team to coordinate and streamline film screening schedules. Managed community engagement through targeted Mailchimp campaigns highlighting new film releases, local screenings, and DVD sales. Monitored and maintained the organization's social media presence and interactions via Hootsuite to support audience growth and brand visibility.

## **Education**

**UCLA Extension** | Courses in Design Communication Arts  
Los Angeles, CA (2022)

**Michigan State University** | B.A. Information Science  
East Lansing, MI (2009)

**University College London & MSU** | Mass Media in the UK - Study Abroad  
London, UK (2009)

**Coursera** | Google IT Support Certificate  
Los Angeles, CA (2025)

**General Assembly** | Web Development Immersive  
Certificate  
Los Angeles, CA (2016)

## **Involvement**

**Pasadena Showcase House of The Arts & Design** | Volunteer Docent (2025 - Present)

**School of Martial Arts - West LA** | Volunteer Teacher (2016 - Present)

**Michigan State Alumni / Los Angeles Spartans** | Member (2013 - 2020)

**LAUSD Arts Department** | Administrative Intern (2013)