

Meryl Harden

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323-839-4031 | Los Angeles, CA

PROFESSIONAL SUMMARY

User Experience graduate student at Michigan State University with over ten years working across technology support, creative production, and operations. Early career work in retail technology involved assisting customers with device setup and troubleshooting, providing direct exposure to real-world user challenges. Later roles included coordinating digital projects, supporting web platforms, and managing marketing workflows. Recognized for strong communication, technical problem solving, and maintaining organized systems. Motivated to apply UX training to improve complex software and digital tools in healthcare.

SKILLS

Operating Systems:

Apple iOS, macOS, Windows OS, Linux OS, Android OS

Design & Creative Tools:

Figma, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Adobe Lightroom, Adobe Firefly & Express, Canva, Video Editing: Videoleap, iMovie, Vimeo, Design Best Practices

Web & Technical Tools:

HTML, CSS, Javascript, Wordpress, Six, GitHub, Netlify, Dreamhost, GoDaddy, CloudFlare

Marketing:

Benchmark Email Marketing, Mailchimp, Campaign Monitor, Meta Business Suite, Google My Business, Google Analytics

Productivity & Collaboration:

Google Workspace, Slack, WhatsApp, Dropbox, Discord, Microsoft 365, Acrobat Pro

Business & Operations:

Frame.io, FileMaker CRM, Shift Media CRM, ZenPlanner

EXPERIENCE

Amperсанд Artists | Head of Commercial Production, Artist Representative

Los Angeles, CA (September 2022 - September 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.
- Collaborated closely with the CEO to enhance the agency's digital presence through social media SEO initiatives spanning Instagram, TikTok, LinkedIn, and targeted email campaigns.
- 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 (Freelance)

Los Angeles, CA (December 2019 - September 2023)

- Built and managed the Wix website 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.

HED SoCal | Operations Assistant

Los Angeles, CA (November 2019 - March 2020)

- Served as liaison between clients, the Operations General Manager, and internal departments to ensure clear communication and efficient project coordination.
- Tracked, reviewed, and resolved open items, punch lists, and special client requirements.
- Provided timely updates to vendors, clients, and General Contractors via email and phone regarding ongoing projects.
- Supported the Project Manager by handling field requests for restocking and maintaining supplies.
- Demonstrated punctuality by beginning each shift at 7:30 a.m. and maintaining perfect attendance.
- Displayed a strong work ethic by contributing hands-on labor under demanding conditions during large-scale home audio, theater, and lighting installation projects.

Enjoy Technologies | Field Expert

Los Angeles, CA (March 2019 - November 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 2016 - 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 2016)

- 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 & PROFESSIONAL DEVELOPMENT

Michigan State University | M.S. User Experience
East Lansing, MI (2028)

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

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

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)

VOLUNTEER ACTIVITIES

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

School of Martial Arts - West LA | Volunteer Teacher *(2016 - 2024)*

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

LAUSD Arts Department | Film & Video Editing Internship *(2013)*