

## Contact Information

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## About Me

Results-driven Operations Coordinator & Administrative Professional with nearly 30 years of diverse experience in organizational, administrative, operational and clerical expertise across several industries including: radio; athletics; food & wine; politics; education; fashion; housing; international business; market research; and theater.

Highlights include participating in the development of a new radio network from the ground up, leading a small film production and distribution company, working for a Division I Football team, and opening a multi-million dollar retail location in Times Square.

Adept at managing complex projects, coordinating cross-functional teams, and driving operational efficiencies.

## Education

**B.A. in Communications** - The University of Michigan, Ann Arbor - College of Literature, Science and the Arts.

## Key Skills

- Operations Coordination
- Data Analysis & Data Migration
- Competitive Research & Strategic Planning
- Process Improvement
- Event Planning & Vendor Relations
- Stakeholder Communication
- Administrative Support
- Budget Management

# Carmen Shamwell

## Operations & Administrative Professional

## Professional Experience

### ProQuest part of Clarivate

Bethesda, MD; Alexandria, VA; Remote

**June 2016-January 2025**

### Product Management Coordinator

Supported product management initiatives by conducting competitive research, tracking product performance, migrating/integrating data, and managing key reports.

- Conducted competitive research and analysis to support product development and market positioning.
- Generated product sales reports and GAP analyses to identify growth opportunities.
- Created and managed sales target lists and tracked subscription cancellations for strategic planning.
- Organized customer product holdings to improve accessibility and operational efficiency.
- Provided logistical support for department processes, including meeting setup, and occasional travel coordination and expense management.

**Outcomes:** Reductions in AMG. Better competitor awareness. Sales Team better supported.

### 20/20 Productions

Washington DC

**August 2015 - April 2016**

### Company President

Led operations for a small film production and distribution company, managing a team across multiple business functions. Oversaw sponsorship acquisition, social media strategy, and event planning.

- Managed teams across technical support, distribution, social media, and outreach.
- Directed the DC Web Fest, overseeing sponsorships, venue coordination, and filmmaker engagement.
- Designed and executed email and social media campaigns targeting universities and the film industry.

### University of Maryland Football Program

College Park, MD

**February 2011 - July 2015**

### Administrative Assistant - Coaching

Provided administrative support to the coaching staff, managing logistics, travel, and special events. Assisted in game week operations and recruiting activities to enhance team efficiency.

- Coordinated logistics for football games, donor events, and recruiting activities.
- Processed expense reports and purchase orders, ensuring compliance with university policies.
- Organized and maintained documentation for coaching staff, supporting operational needs.

**David Bowler Wine**, New York, NY**Order Manager/Sales Support**

Managed wine distribution logistics for high-end clientele, ensuring timely and accurate order fulfillment. Maintained inventory databases and provided sales support.

- Processed and fulfilled daily wine orders for premier clients, meeting strict deadlines.
- Organized wine tastings and promotional events to drive customer engagement.
- Maintained and analyzed a database of over 1,000 wines using Microsoft Access.

**Levi Strauss & Co**, Times Square, NY; Washington DC**Cashier Lead; Sales Associate**

Played a key role in launching Levi's Times Square flagship location, later advancing to a leadership role. Managed cashier operations and supervised a team of 20 employees.

- Promoted to Cashier Lead within seven months, overseeing daily financial transactions.
- Led a team to maintain accuracy in cash handling and sales reconciliation.
- Provided customer service and sales support in a high-traffic retail environment.

**The Randi Rhodes Show/Air America Radio Network**, New York, NY**Assistant Producer**

Contributed to the production of a nationally syndicated live radio show, managing research, guest coordination, and audio editing.

- Conducted research, transcribed audio, and edited clips for on-air use.
- Coordinated guest appearances and provided real-time production support during broadcasts.
- Assisted with event planning, including listener meet-and-greets and interviews.

**Air America Radio Network**, New York, NY**Marketing, Administrative, and Production Assistant**

Supported marketing campaigns and assisted executives with financial and administrative tasks.

- Coordinated national marketing campaigns, including billboards and advertisements.
- Provided administrative support, including contract review and financial management.
- Assisted with production tasks, including voice-overs and call screening for live shows.

**Office of William Jefferson Clinton**, Harlem, NY**Intern**

Provided administrative and scheduling support for the former President's office.

- Assisted the Chief of Staff with appointment management and correspondence.
- Drafted meeting minutes and managed high-priority communications.

**Convention Work**

- **Blerdcon** - Gaming/Anime/Pop Culture convention. Pre-convention & weekend-of.
  - Departments: Volunteers Coordinator; Social Media Coordinator; Registration Assistant
- **Miryokucon** - Anime convention. Pre-convention & weekend-of.
  - Departments: Volunteers Coordinator, Staff Coordinator/HR
- **Katsucon** - Anime convention. Weekend-of.
  - Departments: Public Safety
- **PotterVerse** - Harry Potter themed convention. Weekend-of.
  - Departments: Registration
- **Regeneration WHO** - Doctor WHO themed convention. Weekend-of.
  - Departments: Registration