

LANDON PULMANO

PROFILE

SKILLS

- Highly organized
- Process driven
- Self-starter
- Detail oriented
- Customer service oriented
- Familiar with G-Suite, Slack and Jira

Dependable and trustworthy. Great team player and can wear many hats. Would love to utilize my skills and support your company

EXPERIENCE

MINDRIGHT HEALTH, COACHING SYSTEMS COORDINATOR, 2023-2024

- Monitored systems for smooth operations
- Ensured caseloads and coach teams were optimized in accordance with current member engagement trends and business needs
- Provided timely collection of tracking and reporting metrics
- Performed administrative tasks to support coaching team needs, including managing team sprints, scheduling monthly meetings and other tasks as needed
- Responsible for ensuring daily staffing/coverage
- Managed the interviewing, hiring and onboarding process
- Conducted quarterly coaching audits
- Communicated with cross disciplinary teams such as engineering and HR

MINDRIGHT HEALTH, COMMUNITY COACH, 2018-2023

- Created a safe, judgement free space for members
- Provided evidence based support strategies to members
- Provided relevant referrals to members when appropriate
- Tracked member progress through bi-weekly wellness surveys and engagement

EDUCATION

BA History, San Francisco
State 2009

- Worked collaboratively with members to embrace their goals and create plans for success

BEAUTYLISH, WAREHOUSE/RETURNS ASSOCIATE, 2018-2023

- Processed a high volume of returns
- Meticulously flagged and tracked high risk accounts
- Maintained inventory levels for various cleaning/office supplies
- Prioritized responsibilities in a fast paced environment
- Interacted with vendors from UPS, Fedex, DHL

CODE FU, CODING COACH, 2016-2017

- Taught coding to after school elementary students through coding apps and websites
- Supervised groups of 10-20 students
- Utilized time management and organization skills

BAY AREA COMMUNITY RESOURCES, AFTER SCHOOL PROGRAM LEADER, 2012-2016

- Maintained a safe and fun after school environment for students
- Developed and implemented curriculum for after school activities
- Responsible for leading groups of 20 students
- Collaborated with parents, teachers, and staff for student success