

# Jordan N. Pugh

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## EDUCATION

**West Virginia University | Morgantown, WV** GPA: 3.9 – *summa cum laude*  
**Major:** Bachelor of Arts in English | **Minors:** Communications and Gender Studies

May 2018—December 2021

## EXPERIENCE

**Volunteer Coordinator- *Appalachian Prison Book Project* | Morgantown, WV**

July 2023—Present

- Maintain records of over 300 volunteers utilizing Google Workspace, WVU iServe, and Signup.com
- Oversee scheduling and operations for volunteer training
- Strategize with Board and Committee members to maximize organizational effectiveness
- Supervise court-mandated volunteers and communicate with the Court Clerk's Office
- Guide college service-learning students and liaise with the WVU Center for Community Engagement

**Inside Sales & Customer Service Representative- *Direct Results* | Morgantown, WV**

July 2023—August 2024

- Supported clients via phone, email, and in-person daily
- Handled client accounts from a variety of industries independently
- Compiled detailed cash flow reports leveraging Microsoft Excel
- Drafted invoices and processed payments with QuickBooks
- Managed filing and organization
- Contributed quality research, writing, and editing services to the Digital Marketing Team

**Marketing Manager- *Gritstone Climbing + Fitness* | Morgantown, WV**

January 2022—December 2022

- Promoted a cohesive brand voice on Instagram, Facebook, TikTok, and YouTube
- Executed creative projects by deadlines while maintaining a strict schedule
- Spearheaded several successful digital and print advertising campaigns
- Networked with business partners and community members
- Provided effective leadership and guidance to two Marketing Assistants

**Academic Enhancement Specialist- *WVU MindFit* | Morgantown, WV**

August 2021—December 2021

- Facilitated semester-long academic and executive functioning coaching and content tutoring to three clients
- Delivered specialized support for neurodivergent learners with adaptive and inclusive teaching strategies
- Achieved individualized learning goals through planning and consistent implementation

## ADVOCATIONS

- Freelance Writer- *Morgantown Magazine*
- Core Volunteer/Blog Contributor- *Appalachian Prison Book Project (APBP)*

August 2023—Present

August 2018—Present

## SKILLS

- Certified in Google Digital Marketing
- Certified in LinkedIn Marketing Solutions Fundamentals
- Trained in OpenAI ChatGPT
- Experienced in closed caption editing
- Accredited ProLiteracy and CRLA tutor
- Equipped with working proficiency level Spanish