

## Jordan N. Pugh

jordanpugh2211@gmail.com | (304) 719-8810 | Morgantown, WV 26501

---

**Objective:** Seeking opportunities that enable me to evolve with a company focused on innovation and analytical approaches

### 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 accurate and up-to-date electronic records of former, current, and new volunteers
- Oversee new volunteer training signup and schedule
- Supervise court-mandated volunteers and communicate with the Court Clerk's Office
- Guide college capstone and 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 various detailed cash flow reports
- Drafted invoices and processed payments
- 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
- Lead a variety of successful advertising campaigns
- Networked with business partners and different communities
- Provided effective leadership and guidance to Marketing Assistants

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

August 2021-December 2021

- Provided semester-long academic and executive functioning coaching and content tutoring to three clients
- Delivered specialized support for neurodivergent learners
- Set goals with the learner and adapted to their learning style

### ORGANIZATIONAL AFFILIATIONS / VOLUNTEERISM

- Appalachian Prison Book Project (APBP) Volunteer Coordinator August 2023-Present
- Creative Non-fiction Co-Editor of *Calliope Art & Literary Magazine* October 2020-May 2021
- President of *WVU PAWS: Pets Are Worth Saving* May 2021-December 2021
- Treasurer of *WVU PAWS: Pets Are Worth Saving* May 2019-May 2021

### TRAININGS / CERTIFICATIONS

- Certified in Google Digital Marketing & LinkedIn Marketing Solutions Fundamentals
- Proficient in OpenAI ChatGPT
- Experienced in closed caption editing
- Accredited ProLiteracy and CRLA tutor
- Working proficiency in Spanish