

Paige Franklin, Operations Associate

Synapse Energy Economics | 485 Massachusetts Avenue, Suite 3 | Cambridge, MA 02139 | (617) 453-7020
pfranklin@synapse-energy.com

PROFESSIONAL EXPERIENCE

Synapse Energy Economics Inc., Cambridge, MA. *Operations Associate*, June 2021 – Present

- Provide IT system support for staff
- Support human resource initiatives
- Assist with general office operations
- Update and employ the Salesforce platform

Flour Bakery and Café, Cambridge, MA. *Shift Lead*, Nov 2020 – June 2021

- Collaborate with front of house, back of house teams and management to ensure positive and consistent guest experience. And organize team for efficient store operations.

Milk Bar, Cambridge, MA. *Second in Command/Assistant Manager*, Oct 2019 – Nov 2020

- Managed and organized a team of six staff members, as well as closely collaborated with remote management to adjust store operations during the COVID-19 pandemic
- Worked with local and remote team members to minimize waste, maximize labor effectiveness and manage inventory

United States Peace Corps, Ghana, West Africa. *Education Volunteer*. May 2017 – July 2019

- Completed 10 weeks of in country technical, cultural and language training
- Full time math and information and communication technology teacher responsible for two classes of 35 students in a rural village
- Operations head and catering coordinator for five-day overnight leadership camp for middle school aged students. Collaborated with a team of 15 other volunteers to organize the camp

EDUCATION

University of Massachusetts Amherst, Amherst, MA.

Bachelor of Arts in Business Administration: Operations and Information Management, minor in Information Technology, 2017