

## Paige Franklin, Operations Associate

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Synapse Energy Economics | 485 Massachusetts Avenue, Suite 3 | Cambridge, MA 02139 | (617) 453-7020  
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### 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

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