

Courtney Gaffey

crgaffey95@gmail.com | (724) 961-5807 | Youngwood, Pennsylvania

WORK EXPERIENCE

Giant Eagle 2013 – Present

Operations Manager & Communications Specialist Pittsburgh, PA

- Developed internal materials, guides, and training aligned with OSHA, ServSafe, and Anti-Money Laundering (AML) frameworks, leading to a 30% reduction in incidents over two years while meeting DART and safety training targets.
- Design customer-facing communications to boost engagement and satisfaction, leveraging Medallia to track improvements and drive on average a 5% OSAT annual improvement.
- Spearhead internal communications by creating engaging materials that inspire team performance, collaboration, and transparency, contributing to an 86% increase in team alignment and motivation per feedback survey.
- Develop and implement a comprehensive new-hire orientation and training program from initiation to completion, reducing orientation and training time by one week.

Greensburg Salem High School 2018 – 2019

Student Teacher (English) Greensburg, PA

- Strategically overhauled the English department's research paper curriculum, incorporating emerging AI technologies and virtual tools for citation management.
- Managed and executed lesson plans with clear goals, timelines, and deliverables, ensuring effective communication of course material to students and aligning with academic standards.
- Led digital literacy initiatives through Google Workspace and Microsoft 365 for efficient communication and content management.

University of Pittsburgh 2017 – 2019

Staff Writer & Editor Greensburg, PA

- Collaborated with fellow writers and editors in a fast-paced newsroom environment to coordinate, research, and craft emerging stories, ensuring timely and accurate delivery of content across multiple platforms.
- Managed multiple deadlines and prioritized tasks within a content calendar, demonstrating strong project management skills to meet publishing schedules while maintaining editorial standards and confidentiality.

EDUCATION

University of Pittsburgh December, 2019

BS, Education & Professional Writing Pittsburgh, PA

- Graduated *magna cum laude* with a 3.7 overall GPA.

CERTIFICATIONS

- Certified Google Project Management Professional
- Search Engine Optimization (SEO) Certified
- Certified ChatGPT Prompt Engineer

SKILLS

Project Management, Figma, Canva, Asana, Communication (Internal & External), SEO, Editing, Digital Marketing, Social Media, Technical Writing, Team Development, Leadership, Problem Solving, Critical Thinking, Data Analysis, Reporting, Collaboration, Cross-Functional Teamwork, Strategic Planning, Execution, Generative AI, Agile, Scrum.