



Jocelyn Casassa

Facilities Coordinator

With my roll-up-your-sleeves work ethic, a broad depth of skills, and an ability to efficiently find and solve problems, I help companies succeed by getting the work done.



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Hopkinton MA



jafcasassa.com

SKILLS

SOW contract writing

Atlassian Jira

Google Business Services

Customer Service

Communication

Problem Solving

Training + Development

Sales

Technical Troubleshooting

INTERESTS

Yoga

Plants

Table Top Role Playing Games

Ballet

Tarot

Cooking

Crafting

WORK EXPERIENCE

Office Facilities Coordinator Spotify

06/2021 - 10/2022

Boston MA

Part of the cross-organizational Global Workplaces Services team, supporting a 4-floor office of 200 Engineers.

Achievements/Tasks

- **Building Walk-throughs:** visual inspection of all spaces to ensure housekeeping, repair and maintenance and security standards were executed. Create and process help tickets.
- **Security Team management:** hired and managed needs of security staff.
- **IT + AV:** Partnered with IT on projects and events, supported standard maintenance tasks and requests from stakeholders.
- **Remote Office Growth:** Successfully opened a Podcast office in the DC area, after a year of remote support assisting in clerical office org, and leading all comms with employees.
- **Liaison:** Primary point of contact for vendors, maintenance teams, event coordination, and upper level stakeholders internally.

Lead Sales Expert Enjoy Technologies

06/2018 - 12/2019

Boston MA

Direct to home or office technology sales, troubleshooting, set-up, and support.

Achievements/Tasks

- **Generated Revenue:** Identified and aligned customer value with relevant products.
- **Cutting edge technology:** One of 3 Experts to train on AR tech, the first to be consumer available.
- **Team Trainings:** Led daily updates, created sales trainings, and on-boarded new hires.

Sale Expert Apple Inc.

09/2015 - 11/2015

Natick MA

Achievements/Tasks

- **Sales:** Personally generated over \$1million in revenue annually for duration of tenure.
- **Training:** Developed and delivered in-depth trainings for 150+ employees, ranging from 1 hour to 4 days.
- **Customer Service:** In 5 years, received over 240 customer surveys with 96% satisfaction rating.

CERTIFICATES

CompTIA Security+ (09/2023 - 12/2023)

Completed coursework from CompTIA directly, certificate pending

EDUCATION

BA Liberal Arts George Wythe University

09/2006 - 06/2010