

JULIA SCHULER

INFO



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PROFILE

I am a natural leader with over a decade of experience fostering trust as a dedicated advocate for both customers and members of my team. My greatest strength lies in my innate ability to navigate both familiar and uncharted territories with equal levels of precision and curiosity, leveraging my talent for organizing information to engineer clear paths to solutions and end goals. Passionate about continuous learning and improvement, I am driven by a service-oriented approach to leadership, where empowering others to succeed is not just a duty, but a core value I hold dear.

SKILLS

Advanced De-Escalation 3 years

Communication 10+ years

Creative Problem Solving 10+ years

Critical Thinking 10+ years

Cross-Cultural Leadership 2 years

Customer Service 10+ years

Organization 10+ years

Project Management 2 years

Remote Working 3 years

Google Suite 10+ years

Microsoft Suite 10+ years

CRM Softwares 5 years

Trello 10+ years

Zoom 3 years

CERTIFICATES

Foundations in Project Management

Google

Project Management | Change Management | Strategic Thinking | Organizational Structure

Essentials of Organizing

National Association of Productivity and Organizing

Workflow Management | Client Interaction | Ethics | Principles of Organizing

WORK EXPERIENCE

Exam Manager

Pennsylvania Certification Board (serving PA, DE, RI, VA)

April 2025 - August 2025

- **Mass Records Management:** Updated and maintained hundreds of applicant statuses and records per week, progressing certifications and ensuring accurate records are kept.
- **Process Improvement:** Optimized an inherited fully-manual system and began integrating automated and more efficient processes, along with better accessibility and compliance.
- **Mass-Volume Management:** Managed tasks at a large volume, handling records and tasks with maximized efficiency.

Executive Assistant to Sr. Director

Pennsylvania Medical Society

Temporary Role - December 2024 - April 2025

- **Task Management:** Implemented structured task management, ensuring short- and long-term projects were organized, tracked, and completed efficiently.
- **Communications:** Took ownership of executive communications, handling inquiries and managing correspondence that did not require direct executive input.
- **SOP Development:** Developed departmental procedures for my role, leveraging expertise in database and SOP creation to improve efficiency and organization and ensure smooth succession if needed.

[Gap for some past work and sabbatical]

Technical Support Supervisor

Genesis Digital, LLC

May 2020 - June 2022 (promotion May 2021)

- **Customer Focus:** Raised customer satisfaction rating by 10% within the first quarter as Supervisor, implementing soft skills training.
- **Employee Engagement & Coaching:** Provided regular growth-oriented feedback, surpassing learning goals, reducing employees on PIPs by 75%.
- **Cross-Functional Communication:** Developed cross-department communication methodologies, improving interactions with QA and more efficient customer support, reducing turn-around on advanced technical topics from over 1 month to 1-3 days.
- **Relationship Building & Negotiation:** Trusted liaison for internal conflict resolution. Served as a lead for de-escalation techniques while upholding company protocols while ensuring a satisfactory outcome.