**MICHELLE C. ORELUP**

Marketing I CRM I Social Media

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Marketing professional focused on growing B2C/B2B channels through effective content marketing, email, SEO and social media.

CORE STRENGTHS

▪ Email Marketing ▪ Project Management ▪ Creative Design

▪ CRM ▪ Customer Loyalty ▪ Event Planning

▪ Brand Management ▪ Digital Marketing ▪ Social Media

▪ Content Marketing ▪ Campaign Management ▪ Search Engine Marketing

COMPUTER SKILLS

MS Office, CRM (Microsoft Dynamics CRM, Salesforce), Email Marketing (Constant Contact, Vertical Response, ClickDimensions, Pardot), SharePoint, Google (Analytics, AdWords, Adsense, PageSpeed Insights), PhotoShop, SEO, Social Media (facebook, twitter, Google+, Linkedin, WordPress, HubPages, Instagram, Pinterest) Basecamp, Lead Forensics, basic .html and CSS

PROFESSIONAL EXPERIENCE

**Marketing Manager -** [**Global Healthcare Alliance**](http://www.globalhca.com/), **Houston, TX** **2014 to 2017**

*Software solutions connecting patient, payer, and provider (SaaS).*

* ­­Responsible for all aspects of lead generation, CRM database, email marketing, social media, web site content, trade shows and brand management.
* Increased 2014 Y-O-Y sales by 50% through messaging strategies that drove conversions.
* Managed agency relationship for PPC keywords and content and retargeting on Google and Bing.
* Implemented SEO principles to develop new website content, and search engine marketing.
* Increased Linkedin followers on company page by 400% through effective content marketing.
* Developed landing pages for event-based marketing to identify and target qualified leads.
* Implemented and managed a web tool to identify, qualify and convert website traffic.
* Managed trade show budgets, planning, and execution. Quadrupled year-over-year pre-scheduled appointments for the Annual MGMA conference.
* Managed the email nurture strategy to increase sales appointments. Identified target segments for personalized marketing. Managed CRM database which included, importing and segmenting records for lead-generation emails, nurture marketing, and contact strategy. Developed messaging, A/B testing and deployment of emails, events, newsletters and special announcements.
* Managed $1 million budget that included vendor relationships, advertising, PR, and events.

**MarCom NPI Deliverables Manager –** [**Hewlett-Packard**](http://www.hp.com/country/us/en/uc/welcome.html), **Houston, TX** **2012 to 2014**

*Technology company with a focus on hardware, cloud, security and data services.*

* Created and managed web content as [Google+ Community Manager](https://plus.google.com/communities/103884105668870119727?partnerid=ogpy0) to increase product awareness in social media.
* Created web banners as lead generation tools for a third-party site.
* Developed SharePoint site to consolidate documents from multiple sites for regional access.
* Initiated an interview with [Hollywood cinematographer](http://www.youtube.com/watch?v=F5j-ToETYvE) acquired $20K budget for the production. The video is used as a customer testimonial and a sales tool to promote high-end HP DreamColor displays.
* Managed monthly email for third-party distribution.
* Developed product marketing for digital signage, and consumer / commercial displays for the sales teams to use in selling product to Amazon, Best Buy, and other third-party resellers.
* Managed monthly internal newsletter to update the team on new collateral, positioning, and PR launches.

**Marketing Communications Specialist –** [**Equity Lifestyle Properties**](http://www.equitylifestyle.com/)**, Plano, TX 2011**

*ELS owns and operates RV resorts, campgrounds and mobile-home communities in North America.*

* Managed print and digital marketing to promote 300 vacation destinations to more than 100,000 customers.
* Developed brand standards and incorporated social media for additional exposure.
* Implemented QR tags in print media and FourSquare to increase brand engagement at property check-in level.
* Implemented a contact strategy for the email channel to reduce customer opt-outs.
* Developed and managed the annual marketing plan to promote properties by zone, season and customer segmentation.

**Project Manager -** [**JCP Rewards**](https://www.jcprewards.com/)**, Plano, TX 2009 – 2011**

*JCP Rewards is the loyalty program for JCPenney’s with a points-for-currency system of rewarding customers for monthly purchases.*

* Managed the execution of a $25 million Android Smart-Phone campaign that received more than 500,000 responses. Worked on customer experience, testing, messaging and execution.
* Developed a contact/retention strategy to personalize email messaging through both segmentation and branded offers based on customer data.
* Managed the planning and execution of monthly email promotions and national contests.
* Participated in rebranding the Rewards program to integrate a tier-level system of rewards to align with the credit program.

**CRM Store Selection –** [**JCPenney**](http://www.jcpenney.com/), **Plano, TX**  **2008 – 2009**

*CRM program at JCPenney’s for customer targeting, acquisition, and retention.*

* Utilized Teradata CRM tool for database marketing to segment catalog customers for retail marketing.
* Customer scoring and other models were used to determine segmentation for each data pull.

**Marketing Analyst -** [**Interstate All Battery Center**](http://www.interstatebatteries.com/cs_estore/)**, Dallas, TX 2004 – 2008**

*A subsidiary of Interstate Batteries: Interstate All Battery Center is a retail franchise operation with stores in the US, Canada, and Puerto Rico.*

* Implemented and managed email and web marketing channels which were attributed as part of double-digit store sales in three years.
* Developed and implemented a web-based, content management system for franchise owners. This tool provided franchisees with pre-approved branded marketing and a range of price points on product and services for their specific market. Gathered requirements, developed project scope, messaging, graphics and price points. Deployed within 90 days of project startup.
* Reduced marketing production from 90 days to 30 days.
* Managed monthly promotional budgets across all print and digital channels.
* Managed all aspects of email and print communications including; creative, content, vendor relationships, campaign execution, and post-campaign analysis.
* Analyzed online data to determine trends and provide actionable business insights.

EDUCATION

University of Phoenix (Dallas, TX Campus) Bachelor of Science: Business / e-Business

Volunteer work

[**Wellness 4 Warriors II**](http://wellness4warriorsii.org/)**:** Board of Directors **2012 to present**

[**Bands For Arms**](http://bands4arms.com/index.html): Board of Directors  **2010 - 2012**