

EMILY ESCORCIA

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Professional Summary

Strategic and data-driven **Communications & Operations Leader** with a Master's degree in Global Strategic Communication and 7+ years of experience managing complex client relationships, telecommunications software, and customer operations. Proven track record of auditing communication workflows (SMS, Voice, CMS) to optimize user experience and maintain data integrity. Skilled at coordinating cross-functional technical and legal teams to address client challenges, ensure clear digital communication, and protect consumer trust across enterprise platforms.

Core Competencies & Technical Skills

- **Account & Relationship Management:** Enterprise Client Strategy, Escalation Management, Cross-Functional Leadership, Contract & Portfolio Administration
 - **Communications & Telecom Technology:** Omnichannel Workflows, SMS/Voice/Video APIs, IVR Systems, Global Telecommunications Infrastructure
 - **Digital Platform & Data Management:** CRM Platforms (Salesforce), Content Management Systems (WordPress, Wix, etc.), Workflow Automation, & System Auditing
 - **User Experience & Support:** Customer Feedback Analysis (VoC), Troubleshooting User Friction, Digital Communication Governance, Process Optimization
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Professional Experience

Enterprise Solutions – Strategic Account Manager

Tata Communications | Remote

Sept 2022 – Nov 2025

- Managed a portfolio of 20+ enterprise accounts, ensuring the reliable delivery of global cloud communication services (SMS, Voice, and Video APIs).
- Monitored and audited customer communication workflows to ensure high data quality, identify delivery errors, and maintain platform reliability.
- Coordinated directly with cross-functional technical, product, and legal teams to quickly resolve critical system escalations, service disruptions, and contract compliance issues.
- Translated technical network metrics into clear, straightforward reports and updates for corporate clients and executive stakeholders.

Communications Consultant

Freelance | Remote

Dec 2021 – Sep 2022

- Consulted for local businesses to implement CRM systems and marketing automation, streamlining client software usage and optimizing digital communication workflows.
- Audited and optimized customer success workflows to address user friction, establishing clear FAQ repositories that improved information accuracy and support efficiency.
- Produced clear, accessible technical content and user-facing copy across diverse digital platforms to ensure transparent communication of product features.

Director of Partnerships & Communications

Bat Club USA | Miami, FL & Remote

Nov 2018 – Sep 2021

- Oversaw day-to-day operations and customer workflows, using automated tools (IVR, automated voice, and SMS) to streamline user communication.
- Tracked customer feedback and platform analytics to identify system friction points, implementing workflow updates to improve the overall user journey.
- Administered customer-facing digital platforms and content management systems, ensuring transparent and accurate information across all user touchpoints.
- Collaborated with internal teams to establish high quality-assurance standards for billing, data management, and client retention.

Office Administrator & Communications Manager

WEA Electrical Contractors | Miami, FL & Remote

Jan 2017 – Nov 2018

- Managed all internal and external operational communications, handling sensitive inquiries and coordinating cross-functional updates to maintain client trust.
- Acted as the primary liaison between executive leadership, project teams, and clients to streamline complex scheduling, resolve operational bottlenecks, and ensure project compliance.
- Represented the organization in complex bidding and regulatory meetings, preparing clear documentation to secure official county certifications.
- Audited internal data and maintained critical business certifications, ensuring continuous compliance with local county standards and regulatory requirements.

Education

- **Master of Science in Global Strategic Communication** – Florida International University
- **Bachelor of Science in Communication** – Florida International University

Certifications

- **Project Management Foundations** | Project Management Institute
- **Intelligent Automation for Project Managers** | Project Management Institute