



CARRIE MARIE VAUGHN

TECH | CUSTOMER SERVICE | TRAINING

About

I am a skilled and detail-oriented professional with extensive experience in website building, tech support, and customer service. Proficient in creating, maintaining, and optimizing websites, I excel in problem-solving, troubleshooting, and delivering tailored solutions. Known for my creative approach, technical expertise, and commitment to providing exceptional support and user experiences.

EXPERIENCE

OWNER / CEO

Building Upward, LLC

2020 - Present

- Coaching, Speaking, Training
- Goal Analysis and Support
- Certified Elite Performance Coach
- Program Development and Delivery

CUSTOMER SERVICE, WEBSITE TRAINING MANAGER, INFRASTRUCTURE LEAD

Web Instinct

2010 - 2023





- Customer Support, IT, and Troubleshooting
- Website and E-commerce Building and Training
- Hosting, Domain, and DNS Management
- Project Management and Oversight

WEBSITE ADMINISTRATOR, ENEWSLETTER WRITER, OFFICE STAFF MEMBER

Walkers Farm, Home, & Tack

2007 - 2010

- Website Management and Maintenance, and Marketing
- eNewsletter Writing and Email Marketing
- Data Entry and Administrative Support
- Customer Service and Order Fulfillment

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EDUCATION

SECONDARY SCHOOL

Salem Central School

1992 - 1999

COACHING CERTIFICATION

Elite Performance Coaching

2023-2024

SKILLS

- Coaching and Mentoring
- Website Management and Optimization
- Customer Service and Support
- Training and Development
- Content Creation and Marketing
- Project Coordination and Oversight
- Hosting and Domain Management
- Administrative and Office Operations
- Goal Analysis and Strategic Planning
- eNewsletter Writing and Digital Marketing