

Ed Burch

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Summary

20+ years of business administration, customer service and training expertise for people from all “walks of life”; whether it be dance, recruiting, technology, or client specific topics. I would like to find an opportunity with an organization that would value my integrity, personality, productivity and rapport with my customers.

Skills

Account & Employee Management
Client Relations & Satisfaction
Customer Relationship Management
Marketing, Time & Talent Management
Presentation Development
Public Relations/Speaking

Retail Sales & Customer Service
Social Media Community Management
Sourcing, Recruiting & Human Resources
Team Building
Training, Teaching, Coaching, Mentoring & Development
Website, Application & Form Development

Experience

The Wright Group, Inc. – Uxbridge, MA

09/2016 – 08/2019

Technical Writer & Trainer, IT & App Specialist, Social Media & Website Manager

- Authored, proofed and edited all company reports and forms for company experts and investigators
- Redesigned and modernized the company brand style and incorporated it throughout all media, reports, applications and forms
- Developed and maintained the company website, field applications and forms
- Trained all company experts, investigators and office staff in the use of applications, forms, and software

Manpower – Springfield, MA

09/2013 – 11/2015

Staffing, Sourcing & Social Media Specialist

- Created, maintained and planned social media accounts and job advertisements for the Western MA and Central CT regions
- Completed billing and invoicing for clients being serviced by our offices using Microsoft Excel & Company owned programs
- Sourced and recruited potential new hires through job fairs, walk-in applications, Boolean resume searches, Facebook, Twitter, LinkedIn, Instagram, & SnapChat, CareerBuilder, Indeed, GlassDoor, Monster, LatPro and Simply Hired to fill job openings
- Interviewed, processed and hired candidates to meet the specific needs of our clients
- Managed new hires using Human Resource Employee File Programs (Direct Office, Red Carpet, and MyPeopleNet) and conducted background checks utilizing Sterling & GIS Services
- Assisted new candidates in resume creation and editing for clients’ review
- Developed and performed risk assessment surveys on the premises of our clients to make sure that our associates are working in a safe and comfortable work environment
- Liaison between our clients and the company to provide great customer service to expedite billing, invoicing, new hire paperwork and training documentation
- Facilitated communication with colleagues, clients, associates, vendors and team members to maintain open exchange and keep all parties updated on any current projects
- Conducted & created training seminars for current associates in accordance with clients’ requirements, as well as training for colleagues in company processes and programs , utilizing Microsoft PowerPoint
- Ran quarterly client meetings to provide clients with updates

Jo Ann Warren Studio – Worcester, MA

09/1993 – Present

Instructor/Choreographer

- Ballroom, Acrobatics, Jazz, Tap, Contemporary, Lyrical and Hip-Hop dance instruction
- Coordinate scheduling for current curriculum, as well as organize and schedule master classes and workshops
- Create and teach choreography for all classes taught during the school year

Ed Burch Dance – Worcester, MA

01/1997 – Present

Founder/Owner/Instructor

- Created "Ed Burch Dance" to have control over all aspects of my classes and training
- Instruct and cater to the dance need of groups, couples and wedding parties
- Donate my time to local non-profit companies that focus on the arts and the betterment of children in the New England area as well as raise money for projects

Harvard University – Cambridge, MA

08/2013 – Present

First-Year Arts Program Dance Resident Artist

- Introduce incoming first year students to the art of dance, in all its forms
- Implement a sense of belonging and understanding through dance instruction to ease student's transition into college life and introduce them to the artistic thread available to them at Harvard University

Assabet Valley Continuing Education Program – Marlborough, MA

01/1997 – Present

Ballroom Dance Instructor

- Lead instructor and creator for the Saturday Night Dancing for Fun course
- Teach all styles of ballroom dance to students of varying ages
- Create a comfortable and energetic atmosphere where students learn to dance at their own pace with fun and enjoyment

Stylized Movement Dance Company – Worcester, MA

03/2013 – Present

Director

- Create, choreograph and direct dance shows to raise money for local charities
- Run weekly rehearsals and technique classes
- Maintain paperwork and lead board members of a 501c3 MA non-profit

Dancers Inc. – Neptune, NJ

01/2012 – 08/2014

Judge & Master Class Teacher

- Served as an adjudicator during the regular and national dance seasons, using personal technique, experience and teaching skills to give feedback to all competitors
- Taught master classes in ballroom and jazz styles to national competition students
- Generate social media advertising and create promotions to network and build upon an already extensive customer base

Debbie's Staffing – Ayer, MA

03/2007 – 01/2012

Risk & Account Manager

- Managed daily operations of on-site staff at client's facilities
- Oversaw six shift managers and upwards of 1500 employees on any given day
- Conducted payroll, safety and risk assessments, scheduling, customer service, client training, client presentations, hiring, terminations, employee training and performance reviews

Trans World Entertainment (FYE, Record Town & Strawberries) – New England

01/1993 – 03/2007

Regional Training Manager/Area Manager

- Operated my own retail music store while also managing upwards of 8 other stores in the New England region
- Conducted scheduling, payroll, profit and loss, marketing and advertising, training, human resources and customer service
- Trained managers and other team members of stores within my own region as well as other regions in customer service, human resources, loss prevention, manager training, client training, software and hardware use and marketing training