

# Cort D. Stevens

based in: Elgin, IL · Phone: 847-337-9897 · [cort@cdconsultingservice.com](mailto:cort@cdconsultingservice.com)

Entrepreneur with 10+ years proven track record as a business consultant and communicator in personal services, media arts, website management, social media marketing, search engine optimization (SEO), general business and personal writing, political strategy, event coordination and customer relations in the greater Chicago area. Seeking clients for my company, CD Consulting Service (<https://www.cdconsultingservice.com/>). Services offered include office management, writing/editing/proofreading, perception management, personal assistant services, and vehicle sales/purchase management. Available for freelance and full time projects.

## Work History

### **Owner**

**12/2018-Present**

### **CD Consulting Service**

**Elgin, Illinois**

- Designed and managed <https://davekaptainformayor.com> election webpage (taken down after election).
  - > Reimagined mayoral reelection campaign for David Kaptain and led him to victory in 04/2019.
  - > Received testimonial directly from the mayor:
    - "I do not doubt [Cort's] thoughtful approach to my campaign was instrumental in my reelection."
  - > Coordinated mayor's social media marketing efforts including creating and managing his Facebook page.
  - > Provided perception management and personal advice; made social media posts to engage voting community.
  - > Attended promotional events and dinners as personal political liaison for public.
- Personal Assistant to disabled married couple struggling with health and legal issues from 07/2019-Present.
  - > Took the lead in getting one half of married couple admitted into a drug/alcohol rehab program in 01/2020.
  - > Handled all medical coordination required for other half's major wrist surgery; provided rides to physical therapy.
  - > Made and received a high volume of phone calls necessary for insurance and referrals for both rehab and surgery.
  - > Provided rides to court dates for DUI and domestic violence charges when they couldn't drive.
  - > Took charge of home upkeep and pet care, provided support during times of personal crisis.
  - > Assisted with other personal assistance tasks such as providing informal life coaching after job losses, offering expert assistance finding and maintaining new jobs based on past experience; helped couple deal with Covid-19.
  - > Received positive testimonial from both partners:
    - "Over the last 11 months, Cort has donated time and energy to transform what would have been a catastrophic period for us into a tolerable, even comfortable one. I recommend him wholeheartedly as a caregiver/assistant."

### **Volunteer Host**

**04/2006-12/2019**

**WHRU-LP, Huntley Community Radio (CD Showcase)**

**Huntley/Elgin, Illinois**

**WRMN, 1410AM (CD Showcase)**

- Created website to highlight and archive show information: <https://www.cdshowcase.com/>.
- Recorded 27-minute to 240-minute radio broadcasts on-the-air and via online podcasts catering to international audience.
  - > For WHRU-LP, provided personal notes, artist trivia, and performance critique during radio shows.
- Reached significant audience for both radio shows, and personally produced live WRMN/Elgin shows.
- Answered emails and spoke live during broadcasts responding to online and live listening audiences for WRMN shows.
  - > For WRMN, hosted holiday editions, and brokered shows to go live from station's downtown Elgin studios.
- Received positive feedback from anonymous listener "Brian" — "Cort's CD Showcase is what radio SHOULD be."

## **Customer Service Liaison/Web Content Specialist**

**10/2006-02/2012**

### **Weber-Stephen Products**

**Schaumburg, Illinois**

- Investigated and responded to escalated customer service representative issues regarding complex inquiries from customers.
  - > Produced reference pages for customer service representatives to keep current on processes and product information.
- Efficiently wrote and published product descriptions for grills and grill parts using independent internal and external research.
  - > Supplemented research with my own knowledge and expertise to synthesize information about product details, dimensions, categories and other information that was relevant to writing and publishing the descriptions.
- Pitched and implemented major reorganization of shared drive that housed reports, product information, stock photos and other information after noting issues such as difficulty locating information and identifying potential improvements.
  - > Quickly and efficiently scrubbed and streamlined the drive by auditing and eliminating or combining duplicate files and folders, relabeling improperly labeled files and folders, and checking information for correctness.
- Contributed to the creation of a timeline archive for customer service representative and home office knowledge bases.
  - > Scanned and compiled digital files for use on timeline archive from old company sales catalog photos.
- Tracked orders, parts and service requests to ensure that all Weber product lines were kept in stock in the proper amounts.

### Additional Experience

#### **Office Manager**, Realpro Appraisals, Elgin, IL & Remote, **12/2015-08/2018**

- Created Facebook page for company, streamlined initial report data for easier access by appraisers; offered suggestions that were later implemented such as updating company website, enhancing ANOW program which generated appraiser reports.

#### **Customer Service Representatives**, Chase Insurance/Protective Life, Elgin, IL, **07/2005-09/2006**

- Answered 50+ phone calls daily from annuity holders, researched and responded to questions in an efficient yet detailed manner, working with other departments as needed; assisted sales agents helping clients by providing account details.

#### **Help Desk Specialist/Vendor Administrator/Customer Service**, Sears Holdings, Hoffman Estates, IL, **01/1997-04/2005**

- Managed and educated vendors, gave presentations for enhanced internal understanding of freight forwarder role, tracked and processed international customer orders, reconciled accounting variance reports, and kept info current and correct.

#### **Sports Assistant**, Courier News, Elgin, IL, **06/1995-08/1996**

- Wrote compelling news articles spotlighting local summer youth sports activities and programs, rewrote press releases.
  - Interviewed Tatiana Gutsu, 1992 Olympic Gymnastics Gold Medalist. "Practicum in Journalism," (01/1995).

### Software

Microsoft Office, SAP, Photoshop, Pagemaker, WordPress, Siebel, ETRAC, Midwest Real Estate Data, IMB AS400, EDI.

### Education

Manchester College, N Manchester, IN: major **Communication Studies**, minor **Journalism**, 3.97 GPA.