



# TAMARA GALBRAITH


EXPERT WRITER & EDITOR  
STRATEGIC COMMUNICATOR  
CREATIVE STORYTELLER

INTERNAL COMMUNICATIONS PROFESSIONAL

## ABOUT ME

 [Tamara.galbraith@gmail.com](mailto:Tamara.galbraith@gmail.com)

 (972) 979-2749

 St. Augustine, FL 32095

Portfolio:

<http://tgalbraith.writerfolio.com>

LinkedIn:

<https://linkedin.com/in/tamaragalbraith/>

## SKILLS & EXPERTISE

Internal Communications  
Cross-Functional Collaboration  
Digital Content Management  
Executive Communications  
AP Style  
Employee Engagement  
Graphic Design  
Event Management  
Project Management

## TECHNOLOGY

**Productivity:** MS Office Suite,  
Google Suite, Smartsheet

**Collaborative:** Slack, Teams,  
Workfront

**Content Management:**  
SharePoint, Simplr, WordPress

**Web Design:** HTML, CSS

**Graphic & Video Design:**  
Photoshop, Canva, Vidyard

**Email Management:** Poppulo,  
Outlook, Gmail

**Virtual Meeting:** Webex, Zoom,  
Teams

## PROFILE SUMMARY

Communications professional with extensive experience developing and implementing internal communications programs and strategies. Superior writer, editor, and storyteller recognized as an innovative, tech-savvy trusted advisor who thrives on collaboration with all levels of partners and executives.

## WORK EXPERIENCE

**SPLUNK • Remote – Contract • 2022 to 2023**

### *Sr. Communications Manager, Products & Technology*

- Redesigned P&T monthly email newsletter, resulting in 32% readership increase over three months.
- Designed and implemented updates to Product and Technology (P&T) intranet pages, improving navigation and employee engagement experience.
- Assisted in the coordination of executive Town Halls and the creation of associated meeting materials.
- Edited leadership meeting auto-transcriptions, ensuring content accessibility and accuracy.

**T-MOBILE • Dallas, TX and Remote • 2015 to 2022**

### *Communications Manager – T-Mobile (2020 to 2022)*

- Coordinated and curated critical product, promotional, and compensation communications to the national sales field, ensuring comprehension and engagement.
- Engaged and coordinated cross-functionally to ensure strategic business objectives and stakeholder perspectives were supported through integrated communications programs.
- Tracked and reported communications ROI through qualitative and quantitative surveying.

## FEEDBACK

*"Tamara consistently gave 100 percent effort to the team and played a significant role in ensuring that we completed projects with excellence.*

*"She had excellent time management skills, attention to detail, storytelling skills, and had a knack for keeping everyone on a productive path to completion, even during intense crunch periods.*

*"I couldn't recommend her more for any business looking for new talent."*

**KYLE T.**  
**GTM Manager**

*"Tamara is an outstanding business partner who was able to balance projects both strategically and tactically to achieve a successful outcome, even under pressure of tight deadlines and competing priorities.*

*"She was always a collaborative partner whom I could rely on to get things done and she did so with a positive can-do attitude. I would recommend Tamara without hesitation."*

**GREG H.**  
**Director, Learning & Development**

## EDUCATION

**The University of Tennessee**  
– Knoxville, TN  
News-Editorial Journalism

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### ***Manager, Communications – Metro by T-Mobile/MetroPCS (2015 to 2020)***

- Planned and implemented a new internal communications program for the MetroPCS brand which resulted in tangible, positive impacts on communications efficiency and employee engagement.
- Organized and hosted the monthly National Sales Leadership call, elevating participation by 40% within one year.
- Collaborated with IT partners to design and launch an automated communications request system in SharePoint that streamlined communications processes and dramatically improved efficiency.
- Worked closely with Marketing and Sales stakeholders to communicate weekly promotional and operational updates via newsletters, emails, and other vehicles that ensured frontline and dealer awareness.
- Hired, managed, and mentored one direct report (2016-2020).

### **BANK OF AMERICA • Dallas, TX • 2009 to 2015**

#### ***Assistant Vice President, Communications Specialist II***

- Managed all internal communications for the Wholesale Lending Division, including planning and distributing messages for Executives, HR, IT, Compliance, and Operations.
- Developed and launched a request system, governance review, and approval processes, dramatically improving communications experience and efficiencies.
- Provided communications strategic planning and ongoing support for several impactful and complex change management campaigns.
- Planned and produced all content for monthly industry and employee recognition newsletters.
- Managed intranet content, communications archive database administration, document archives, shared Outlook mailboxes, and email distribution groups.