

CORT STEVENS

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[CDCS Website](#)

[LinkedIn Page](#)

Entrepreneur with 10+ years proven track record as a business consultant and communicator seeking to propel you or your business into the stratosphere with my innovative, one-of-a-kind company, CD Consulting Service (CDCS). Specialties include website management, social media marketing, office coordination, + copywriting/editing. Contact me now and watch your pain points just melt away. Available anywhere (U.S.).

Experience

Owner	12/2018-Present
CD Consulting Service	Elgin, Illinois

- ◆ Facilitate public relations for Elgin Green Groups 350, a prominent environment advocacy group.
 - Deliver copywriting, website direction, and social media administration services to group.
 - Enhanced website, redesigning its look for optimal search engine optimization results.
- ◆ Directed Elgin Mayor David Kaptain's mayoral reelection campaign and led him to victory in 2019.
 - Designed and managed davekaptainformayor.com election webpage (taken down after he won).
 - Received testimonial from Mayor Kaptain:
 - "I do not doubt [Cort's] thoughtful approach to my campaign was instrumental."
 - Fully coordinated mayor's marketing including creating and managing his social media.
 - Attended promotional events as the reelected mayor's personal political liaison to the public.
- ◆ Created an efficient inventory procedure for everyday goods private sellers the Quirky Haven.
 - Envisioned ways to enhance cataloguing and invented an entirely new inventory system.
 - Working in MS Excel using spreadsheets, performed inventory three times weekly.
 - Tagged stock with unique identifying labels for improved location trackability.
- ◆ Provided personal assistant services to disabled married couple from 2019-2020.
 - Took a leadership role in their life, providing significant support with health and legal issues.
 - Was instrumental in arranging one half of couple's admission to a drug/alcohol rehab program.
 - Handled all medical and legal management required for other half of couple.
 - Provided rides to surgery and physical therapy appointments, and also to court dates.

Customer Service Liaison/Web Content Specialist	10/2006-02/2012
Weber-Stephen Products	Schaumburg, Illinois

- ◆ Crafted reference pages for the customer service team so they stayed current with processes and info.

- ◆ Pitched + executed major restructuring of the drive that housed reports, product info, and stock photos.
- ◆ Investigated escalated customer service concerns for unusually complicated customer inquiries.
- ◆ Wrote and published product descriptions for grills and parts using internal and external research.
- ◆ Co-produced the creation of a timeline archive for customer service and knowledge reference bases.

Radio Host/Deejay

04/2006-12/2019

WHRU-LP, 101.5 FM, Huntley Community Radio

Huntley, Illinois

WRMN, 1410 AM, Elgin Radio

Elgin, Illinois

WBKE, 89.5 FM, Manchester College Radio

North Manchester, Indiana

- ◆ Recorded 27-240 minute eclectic musical radio broadcasts, both on-the-air and via online podcasts.
 - Pumped quality country and pop music into international audiences' cars + living rooms weekly.
 - Personally produced live WRMN (Elgin) shows.
 - Answered emails + spoke live during broadcasts, responding to listening audiences.
 - Hosted holiday show editions and transmitted live from station's downtown studios.
 - Received positive feedback from "Brian" – "Cort's show is what radio *should* be."
- ◆ Created business website to highlight and increase visibility for all shows: [CD Showcase](#).

Additional Experience

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

- Created company Facebook page; streamlined report data for easier access by appraisers; made suggestions that were implemented such as updating company website, enhancing report generation.

Customer Service Specialist, 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 in helping clients.

Customer Service Rep/Vendor Administrator, 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.

Sports Assistant, Courier News, Elgin, IL, **01/1995-08/1996**

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

Software

MS Office, SAP, Photoshop, PageMaker, WordPress, Siebel, ETRAC, Midwest Real Estate Data, IMB AS400, EDI.

Education

Manchester College, North Manchester, Indiana – major: **Communication Studies**, minor: **Journalism** – 3.97 GPA.