

Artur Rakhimullin

COMMUNICATIONS & PROGRAM COORDINATOR | OPERATIONS & DIGITAL SYSTEMS

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PROFESSIONAL SUMMARY

Communications, program coordination, and operations professional with 3+ years of owner-operator experience managing customer service, schedules, teams, websites, CRM workflows, digital marketing, and day-to-day administration. Experienced in coordinating multiple priorities, maintaining clear stakeholder communication, developing content across digital channels, and improving processes through practical technology and AI-assisted automation. Entrepreneurial, service-oriented, and comfortable working independently or as part of a small collaborative team.

CORE COMPETENCIES

Program & Event Coordination | Written Communications | Customer & Community Support | CRM Administration | Website Management | Email Marketing | Digital Marketing | Social Media | Scheduling & Logistics | Stakeholder Relations | Process Improvement | Data & Feedback Tracking

PROFESSIONAL EXPERIENCE

Founder & Operations Manager | Surf Moving

Miami, FL | March 2023–Present

- Founded and manage a service business, overseeing communications, customer experience, scheduling, marketing, website administration, staff coordination, payments, documentation, and operational improvement.
- Coordinate local and interstate service engagements from initial inquiry through qualification, estimates, scheduling, delivery, payment, feedback, and follow-up while balancing multiple concurrent priorities.
- Manage a CRM-style customer pipeline and maintain timely, accurate communication with customers, referral partners, brokers, vendors, and local service contacts.
- Created and maintain the company website and digital presence, including online listings, customer reviews, marketing content, service messaging, and local search visibility.
- Develop email, web, and social media content; adapt messaging for different audiences and channels; and use feedback and performance signals to improve communication.
- Designed automated workflows and delegated day-to-day service delivery to an established team; currently maintain limited owner oversight that does not interfere with full-time employment.
- Track lead sources, customer feedback, and service outcomes to identify productive channels, improve processes, and strengthen customer experience.
- Use ChatGPT, Codex, and other modern AI tools for drafting, editing, research, documentation, content development, workflow design, and automation, with human review for accuracy and tone.

TECHNOLOGY & DIGITAL TOOLS

Platforms	WordPress; CRM systems, including Salesforce or similar platforms; Constant Contact or comparable email-marketing tools
Productivity	Microsoft 365; Google Workspace; Canva; website and social media administration
AI & Automation	ChatGPT; Codex; AI-assisted writing, research, documentation, process optimization, advanced prompting, and workflow automation
Marketing	Digital marketing; online listings; Google and Yelp; review management; SEO fundamentals; content creation

EDUCATION & ADDITIONAL INFORMATION

Kazan State Medical University | Russia | 2009–2014

Languages: Russian (native); English (conversational working proficiency) | License: Valid U.S. driver's license