

ROWEN TROMBO
(THEY / THEM / THEIRS)
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I first wanted to thank you for considering me. My experience in eating disorder treatment programs saved my life and I was able to see, first hand, how much of a benefit eating disorder recovery can have with a strong care team throughout. Beyond my lived experience, I bring administrative, mentorship, and adaptability skills developed through business, teaching, and corporate work.

In the past, I have had ample experience with coaching, training, and teaching. This created many moments of one-on-one and group support in body image healing, emotional recovery and adjusting to needs of individuals while maintaining the goals of both the participants and the lesson itself. This was in a co-support and single support environment allowing me to master the skill of a team/partner dynamic in group support facilitation. I worked with all ages and their families to build holistic trust and understanding of patients and clients. From my experience I am skilled in carefully redirecting, setting boundaries in facilitation and one-on-one environments and de-escalating when necessary.

The diversity of each person I work with is something I celebrate to that person's comfort and know how small adjustments can make a world of difference for everyone's personal needs. I will always be improving on how I can create inclusive and safe environments for everyone involved in my presence whether they are colleagues or patients.

Although I have had continued one-on-one care in my over 10 years of client experience in a mental health setting, I have spent over 5 years in consistent group support and therapeutic settings building expertise in sharing personal experiences in an intentional and appropriate manner.

I worked with UKG to support customers with payroll emergencies. Breaking down the emotional distress of living in a mostly paycheck to paycheck society, often exploitative working environments and rigidity of global corporation processes, shows the stress customers are under. I often find myself emotionally supporting these customers, from over 5,000 different companies, more than technically supporting them. This refined my skills in working with people of all levels of acuity and also has made me an expert in calmly navigating feelings of hopelessness. I also worked on mass improvements on knowledge documentation for over 1,000 technicians signifying my attention to detail is well-practiced.

Working hybrid and remote for my entire career has given me unique skills in rapport building in a virtual setting. If you look into my LinkedIn or different areas on my website you may find that I have specialized in a business strategy domain and connecting businesses with actionable items to build success. There is a strong desire in my life to take my experiences and lift others up with it. I have a stable commitment to always learning and developing skills through each moment of my work. Coming from a Software as a Service company, I am comfortable and versed in AI, tech and digital administration program utilization for efficiency. I want to work in a space that is focused on healing through accessibility and intention.

Below my resume I have included a few tools that I use, to exemplify the type of resources I connect with in my recovery style. I appreciate practicing evidence-based care and am ecstatic to be a part of a care team that can provide this.

Thank you so much for taking the time to read this. I truly hope to hear from you,
Rowen Trombo

Rowen Trombo

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Patient-centered professional with tenured and varied processes of support, communication, administration, interactive learning and facilitation skills.

RELEVANT COMPETENCIES

Patient/Client Support • Multidisciplinary Care Coordination • Process Optimization Through Technology
Skill Building and Education • Empathetic and Expert De-Escalation • Remote Relationship Building • Group Leadership

PROFESSIONAL EXPERIENCE

Enterprise Account Support - Remote

UKG (Ultimate Kronos Group) — SaaS | Nov 2021 - Jan 2026

- **Daily direct conversations in stressful, confusing and urgent scenarios creating support and understanding to build trust and rapport with each client as an individual.**
- **Overhauled the virtual knowledge base for clarity and usability based on feedback by users and compliance standards.**
- **Led weekly peer learning for support teams, guided through coaching one-on-one to improve team members empathy, knowledge growth and led internal administrative meetings.**

Founding Business Developer and Trainer Assistant- Hybrid in Orlando, FL

Shift 110 — Health, Nutrition and Fitness | Jan 2016 - Dec 2017

- **Supported clients in a wellness environment to build body confidence, motivation and nutritional balance.**
- **Taught administrative and personnel skills to newly hired employees.**
- **Onboarded clients and taught new physical and mental strength in one-on-one and milieu environments, refining those skills and creating new habits.**

Teacher and Teaching Assistant- Hybrid in Orlando, FL

Impact Arts Education — Education | August 2011 - May 2013

- **Constructed lesson plans, course schedules, and tracking of student progress to improve physical arts knowledge including dance, music and theater.**
- **Fostered and maintained a supportive, inclusive and safe environment allowing students from age 3-14 comfortable allowing emotional vulnerability to improve.**
- **Communicated and updated families and children of requirements and necessities for success in the program in a sensitive manner taking personal difficulties into consideration (financial, availability, students emotional well being and perception of themselves).**

*Operations Analyst Manager- Hybrid in Orlando, FL
Redlight Redlight Brewing – Food & Beverage | Nov 2019 – Mar 2020*

- **Inferring needs of customers based on data and relationship building. Utilized the skill of discussion that produces answers for those who do not know how to answer the question or also known as ‘peeling the onion’.**
- **Managed analysis and oversight of diverse events tailoring the company operations to the needs of each individual without sacrificing concrete processes.**
- **Unified operations, to foster a team environment allowing each staff member to feel a vital part of the company operation.**

*Instructor and Senior Client Success Manager - Hybrid in Longwood, FL
Serenity Now Yoga – Health & Yoga and Fitness | May 2014 – Jan 2016*

- **Assessed students' varying skill level to plan dance, aerobics stretching and barre fitness classes by adjusting the difficulty of the activity week to week to cater to the needs of each individual student ranging from 13-85.**
- **Ran client management and event planning for yoga instructors, private yoga sessions, tattoo artist, physical therapy, massage, reiki and other spiritual healing. Ensured each internal staff member, the client and their goals were all aligned to build success and value to our appointments and classes.**
- **Built body positivity and motivation in adult learning listening to feedback for improvement based on needs.**

ACADEMICS

Bachelor of Science - Southern New Hampshire University

Associate of Science - Digital Media - Seminole State College of Florida

Technical Certificate - Digital and Interactive Media Design - Seminole State College of Florida

Technical Certificate - Digital Media Content Development - Seminole State College of Florida

Technical Certificate - Animation and Visual Effects - Seminole State College of Florida

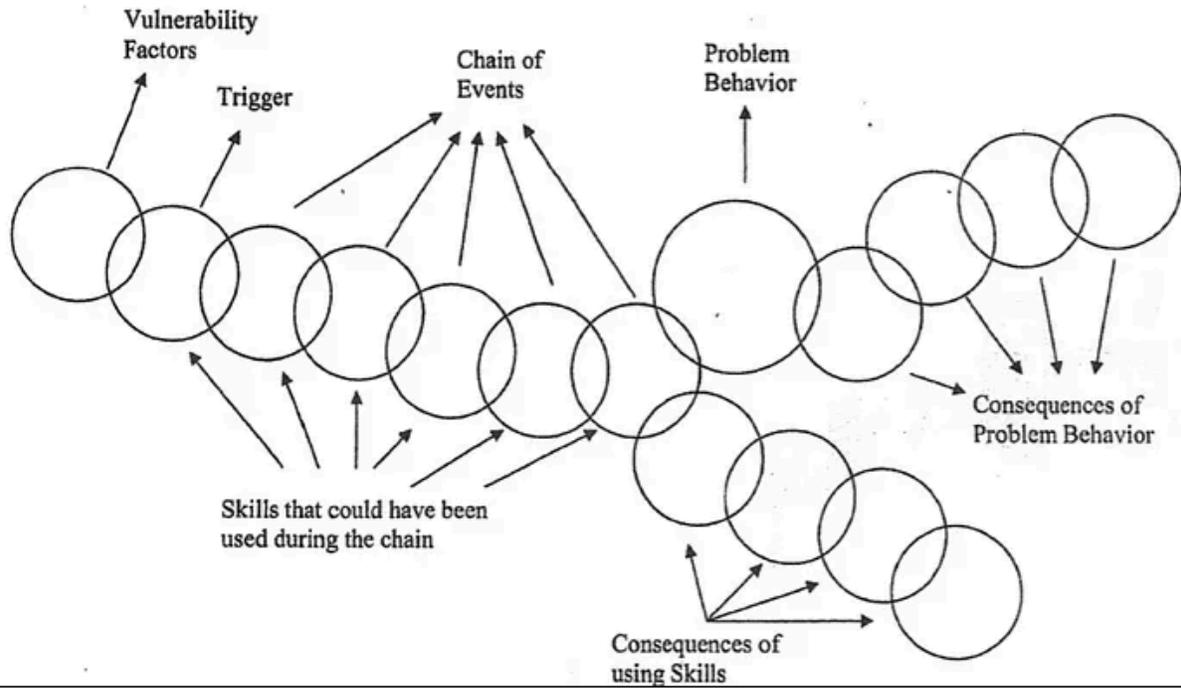
PERSONAL EXPERIENCES

Approaches to Therapy: CBT, DBT, CPT, ACT, Art Therapy, Psychodynamic, Exposure Therapy

Support Groups: Alcoholics Anonymous, Codependents Anonymous, Narcotics Anonymous, Survivors of Sexual Assault Anonymous

Graduated Programs: Eating Recovery Center, Blackberry Rehabilitation, Central Florida Behavioral and Trauma Center

Behavior Chain Analysis



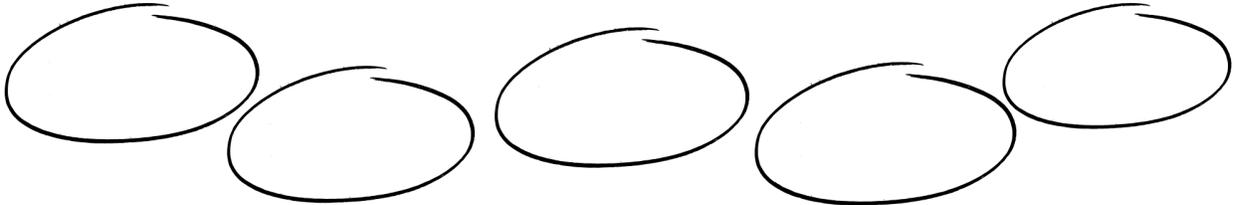
Temple of Values

Below, write 4-6 pillars of your identity. These are aspects of you that are necessities in your emotional landscape for you to maintain your baseline emotional health. For example: spirituality, new experiences, time with friends etc.



In each oval, write a value, and activity that practices this value, you hold that honors your pillars.

For example: intention - practicing a guided meditation, adventure - go to a new bookstore , community - have friends over for a movie night.



Now we are able to see what activities we can practice to align more with our identity and return to our baseline emotional health.



Support Ripple

Instructions:

Write your name or initial in the droplet below. In the space between the circles, write names of **people in your life**.

The closer to your drop, the closer they are to you. **Think about the comfort you have with them supporting you in recovery.**

For anyone actively not supporting you, write them outside of the circle.

From this, you will be able to identify your **support network** and **boundaries** to utilize during your recovery.

