

Joseph Farber

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OBJECTIVE: To merge my meticulous passion for relationships between figures with experience in data analytics

WORK EXPERIENCE

A Cut Above Manager

March 2020 – Present

- Responsible for all creating and distributing marketing materials and website design
- Trainer and supervisor of team members and escalation point for all customer issues
- Coordinated large and complex orders for high profile clients

Dynatrace Front Line Team Member

February 2018 - March 2020

- Assisting with large and complex assessment-based projects
- Account Support for ongoing clients
- Monitor web applications in both Real User and Synthetic environments
- Work as an extension of Clients team assisting in ad hoc analysis or testing

Phillips Scott Marketing and Web Designer

July 2017 - February 2018

- Provide content management services including adding new information and updating previous information
- Work with 3rd party hosts to maintain design and preferences for key stakeholders
- Maintain inventory inside site along with any QA for customers

The ROI Shop Sales Associate

July 2015 – July 2017

- Managed existing accounts – responsible for renewals and upselling
- Identified and prospected into target accounts
- Uncovered new opportunities for outside sales team
- Handled customer support issues and questions
- Managed all accounts in Salesforce for data accuracy and email marketing

The Coca-Cola Company

November 2014 – July 2015

Consumer Marketing & Commercial Leadership Group

Re-launch of Digital Media Content Management Customer Portal

- Provide content management services for the customer and commercial leadership knowledge sharing platform.
- Ensure complete and accurate data migration through detailed documentation processes and collaboration with development team members.
- Work with key stakeholders to understand their content priorities and objectives.
- Work closely with IT, marketing, and commercial leadership functions and other members of the content and platforms team
- Lead new team member onboarding for technology platforms and processes
- Utilize a broad suite of technology platforms to ensure timely and complete content contribution.
(AEM Content Management, Box Content Platform, Brightcove)

QUALIFICATIONS

- Extensive experience in AEM Content Management, SharePoint, and other technology platforms
- Solid work experience pertaining to content mapping and data migration.
- Many college classes specifically focused on maximizing productivity and accuracy using technology

EDUCATION

- **Chattahoochee Technical College** (2013 – 2016)

Software Proficiencies: AEM Content Management, Social Media Platforms, Microsoft SharePoint, Microsoft Suite