

# Adessa Morciglio

## Customer Service Veteran and Digital Design Specialist

Methuen, MA

Hello Professionals! As a highly skilled digital architect, I specialize in crafting artistic data-driven results through: sales copy, marketing, UX/UI, and data analytics. Proficient in leveraging technology and utilizing a strong creative background to create engaging user experiences. I excel at problem-solving in simple actionable solutions. I'm flexible and looking for a role in information technology where I can contribute to the success of a team or organization.

Authorized to work in the US for any employer

## Work Experience

---

### Delivery Agent

Postmates, DoorDash - Las Vegas, NV

February 2018 to Present

- Receiving picking up and delivering orders to customers
- Verifying accuracy
- Providing excellent customer service
- navigating to new destinations

### Order Fulfillment Specialist/ Social Media Manager/ Customer Service

8 Billion Trees - Las Vegas, NV

August 2019 to October 2019

- Process and Ship orders through Ship Station/ Shopify
- Operate Phone and handle customer billing, inquiry and cancellations via Sam Cart, Zendesk, Shopify, BigCommerce, WooCommerce
- Daily Content Creator for Facebook and Instagram Group
- Developed Media Decks , Contests and other engaging content.

### Performer and Hoop Love Coach (Fitness and Dance Instruction)

Mrs.Milkshake's House of Hoops - Wiesbaden, DE

September 2015 to September 2018

- Scheduling classes, lessons and workshops.
- Booking events and managing customer contact and billing information.
- Maintaining and encouraging client relationships.
- Tailoring lessons and diet/lifestyle changes to the individuals needs and learning style.

### Store Manager/Sales Manager

The Union Woodshop - Clarkston, MI

April 2016 to October 2016

- Maintain inventory (SKU system)
- Boost sales and open/close store
- Handle Customer service and billing information

## **Call Center Representative**

Alorica Sprint Acer - Tulsa, OK

February 2012 to September 2012

- Tech Support Phone and Chat for Acer Computers
- Sales Billing and Customer Retention for Sprint

## **Skills**

---

- Customer Service Skills (10+ years)
- Social Media Marketing (5 years)
- Social Networking (5 years)
- Sales (5 years)
- SEO Marketing (2 years)
- Website Design (2 years)
- Content Creation
- Zendesk
- Order Fulfillment
- Social Media Management
- WordPress
- Technical Support
- Web Development
- Computer Science
- Adobe InDesign
- Adobe Creative Suite
- Branding
- Copywriting
- HTML5
- CSS
- JavaScript
- SQL
- Git
- Application Development
- User Interface (UI)
- Bootstrap
- React
- GitHub
- Responsive Web Design
- User Experience (UX)
- Node.js
- Front-End Development

- Digital Design

## Certifications and Licenses

---

### **React JS Development**

April 2023 to Present

Certified development using React.Javascript framework to build, test and deploy web apps and interfaces.

<https://www.shecodes.io/graduates/54080-adessa-morciglio>

### **Responsive Web Development**

March 2023 to Present

Certified in Responsive Web Design (RWD) able to create a dynamic approach to web design allowing for changes between viewing devices from mobile to tablet or pc.

### **Full Stack Web Development**

February 2023 to Present

Web development involves the building and maintenance of websites and applications. From designing the Front End user experience to making sure all of the inner workings are functioning and maintained in the back end.

<https://www.shecodes.io/graduates/54080-adessa-morciglio>

## Assessments

---

### **Verbal Communication — Expert**

June 2019

Speaking clearly, correctly, and concisely

Full results: [Expert](#)

### **Organizational Skills — Highly Proficient**

June 2019

Arranging and managing information or materials using a set of rules.

Full results: [Highly Proficient](#)

### **First Aid — Highly Proficient**

June 2019

Measures a candidate's ability to identify treatments for common medical emergencies.

Full results: [Highly Proficient](#)

### **Management & Leadership Skills: Planning & Execution — Highly Proficient**

June 2019

Planning and managing resources to accomplish organizational goals.

Full results: [Highly Proficient](#)

### **Social Media — Highly Proficient**

June 2019

Measures a candidate's ability to create content, communicate online, and build a brand's reputation.

Full results: [Highly Proficient](#)

### **Customer Focus & Orientation — Highly Proficient**

June 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

### **Attention to Detail: Inventory — Expert**

July 2019

Applying systematic processes for managing and storing products and merchandise.

Full results: [Expert](#)

### **Social Media — Expert**

January 2020

Creating content, communicating online, and building a brand's reputation.

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.