

J. Robert Williams

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Education

Bachelor of Arts, Political Science, Minor Sociology Washington State University, Pullman WA: 2000-2005

Web Development Certification, Epicodus, Seattle, WA: 2018

Experience

Genelex Corporation/YouScript Inc.

Customer Account Manager/Social Media Manager

October 2015-June 2017

Seattle, WA

- Provide various support (tech, account, shipping, patient, medical advice) to our clients.
- Responsible for solving internal and external conflict issues expeditiously according to standard operating procedures.
- Work closely with vendors to ensure products are administered and replenished, along with solving any issues our vendors may have.
- Successfully spearhead campaigns on social media platforms including Facebook, Twitter, and Pinterest.

NanaWall Systems, Inc.

Lead Development Manager

October 2014-September 2015

Corte Madera, CA

- Sell products to customers both over the phone and in person.
- Calculate product pricing and generate job quotes that satisfy both company profitability needs and customer requirements.
- Handle all customer issues and concerns regarding invoicing, warranty and returns.

Streetwise Reports, Inc.

Marketing Analyst

January 2014 – October 2014

Petaluma, CA

- Assisted the marketing team with developing and implementing social media strategies
- Maintained strong social media and brand presence across Twitter, Facebook, and numerous stock market social media sites.
- Developed online marketing campaigns, effectively increasing social media presence and driving brand awareness.
- Utilized social media analytics tools and Google Analytics.

Wargaming America, Inc.

Customer Support Representative

March 2013-November 2013

Emeryville, CA

- Manage a ticketing system consisting of various customer issues and was responsible for solving these issues.