



JAMES JOHN GREGORY

Highly motivated, well-spoken, conscientious, and adaptive individual with proven customer service, communication, and interpersonal skills across the digital and real world. Organised and passionate individual with entry-level experience within the gaming industry. Looking for innovative, inspiring, and challenging opportunities in the digital marketing, community growth, and content creation field.

Skills

Exceptional customer service,, communication, team-working, technical, research, and analytical skills across diverse background.

Contact

Location:

Plymouth, United Kingdom
Remote work available

Phone:

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Email:

james_gregory161@hotmail.com

Linkedin:

[/in/james-gregory1/](https://in/james-gregory1/)

Website:

james-gregory.com

Knowledge

Microsoft Office Suite

Skill Level: Advanced

Professional Skills

Adobe Suite, Sony Vegas, Canva, Google Suite, Wordpress

Management Systems

Trello, Jira, ClickUp, Asana

Social Platform Experience:

Discord, Telegram, Twitter, Facebook, Instagram, Substack, Medium, YouTube, and Reddit

Education

Vilnius University

MSc Digital Marketing - 2023

University of Portsmouth

MSC Cybercrime & International Security - 2020-2021

University of Gloucestershire

BSC Criminology - 2017-2020

Exeter College

BTEC L3 Extended Diploma in ICT - 2014-2017



Job Experience



Apr 2022 - Feb 2023

Senior Social Media Manager

Climate Guardians is a Free-to-Play and Play-to-Preserve mobile strategy game where players can team up to fight deforestation by earning and retiring (offsetting) Co2 tokens via the blockchain through off-chain assets and NFT items.

- Management of company social media accounts including Twitter, Facebook, Instagram, Discord, Substack, and Medium.
- Delivering high standard player support through discord ticketing service and feedback collection form.
- Working closely with the game development team to crush bugs and improve the in-game user experience through game testing.
- Designing and creating infographics, GIFs, polls, tutorials, FAQs, articles, dynamic posts, interviews, website material, and other graphics for social media.
- Researching the blockchain, gaming, and climate change space to keep up with the latest trends.
- Administrated and moderated social media accounts and built a discord server and community from scratch.
- Establishing and achieving measurable goals for campaigns and initiatives and evidencing ROI on paid promotional activities.



Sept 2021 - Mar 2022

Junior Social Media & Community Manager

Spaceborne is a Free-to-Play sci-fi strategy game offering a multi-chain space universe to players through combined 2D and 3D gameplay. Players can earn in-game currency through NFTs and spend such currency to shape their in-game future.

- Management of company social media accounts including Twitter, Facebook, Instagram, Discord, and Medium.
- Organised and fronted community events such as AMAs, interviews, and play tests.
- Delivering high standard player support through discord ticketing service and feedback collection form.
- Monitoring and responding to user feedback in-game.
- Working closely with the game development team to crush bugs and improve the in-game user experience.
- Researching the blockchain and gaming space to keep up with the latest trends.
- Designing and creating infographics, GIFs, polls, tutorials, FAQs, articles, dynamic posts, interviews, website material, and other graphics for social media.



BLACK EYE GALAXY

Aug 2021 - Feb 2022

Junior Social Media and Community Manager

Black Eye Galaxy is a exploration sci-fi game on the Binance Smart Chain where players could explore the universe with spaceships and NFTs, discover planets and asteroids, and collect and use resources to grow their portfolio on the blockchain.

- Management of company social media accounts including Twitter, Facebook, Instagram, Discord, Medium, YouTube, and Reddit.
- Delivering and reporting on analytics and KPI goals for social media accounts.
- Created and organised bi-weekly development update videos on YouTube.
- Creating internal FAQs, written and visual tutorials and guides via YouTube, feedback collection methods through forms, Discord ticketing services, and primary data collection methods.



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Job Experience



May 2021 - Aug 2021

Sales Associate

- Driving sales, KPIs and many other company targets.
- Managed replenishment and customer complaints.
- Upselling products and promoted the Schuh brand.
- Promoted social media engagement and green retailing with customers. Managing cross merchandising and etailing with EPOS and relationship retailing experience.
- Attended periodic team meeting to improve product knowledge and provide training where required
- Completed various training programmes to increase and improve product knowledge.



Oct 2020 - Jan 2020

Sales Assistant

- Interacting and growing within the local community to grow a loyal customer base.
- Managed stock replenishment and customer complaints.
- Upselling products and promoted the Cooperative brand.
- Researching new product lines and trends to provide high standard customer service.
- Handling POS and sales of products and services.
- Driving sales, KPIs and other company targets and goals.
- Completing various training programmes to improve product and service knowledge.



Sept 2018 - Dec 2018

Sales Consultant

- Driving sales, KPIs and many other company targets.
- Managed replenishment and customer complaints.
- Upselling products and promoted the Dunelm brand.
- Researching new product lines and trends to provide high standard customer service.
- Completed various training programmes to increase and improve product knowledge.



Dec 2015 - Sept 2017

Sales Assistant

- Driving sales, KPIs and many other company targets.
- Managed replenishment and customer complaints.
- Upselling products and promoted the Curry's brand.
- Completed many training programmes to increase product knowledge and improve customer service interactions.
- Advising customers on technical purchasing and repair-focused decisions.
- Keeping up-to-date on the latest trends and news in the tech space in order to maintain an edge in product and service knowledge related to products offered in the company.



Sept 2015 - Nov 2015

Sales Assistant

- Driving sales, KPIs and many other company targets.
- Managed replenishment and customer complaints.
- Upselling products and promoted the B&M brand.
- Advising customers on technical purchasing and repair-focused decisions.

CONTACT DETAILS

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