

# Joshua John

📍 Mumbai, Maharashtra, India   ✉️ jacnjosh28.jj@gmail.com   ☎️ 8779964536   🔗 <https://www.linkedin.com/in/joshua-john-bb835411b/>

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## SUMMARY

ORM Associate with 1 year of experience in Online Reputation Management. Proven understanding of managing Online reputation through reputation management tools, Forum, and social media.

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## EXPERIENCE

### ORM Associate

**CogMat Digital Media Pvt Ltd**

**January 2016 - January 2020, Mumbai**

- Tracking and monitoring brand specific conversations and mentions on social media.
- Pacify the customers/social audience by giving proper resolution in line with policies and empowerment
- Categorizing the queries and tag it to the respective departments.
- Share feedback with the respective departments wherever required.
- Making insightful reports like Daily and Monthly Report for brands to improve their online reputation.

### HR Recruiter

**Job Shop India Pvt Ltd**

**June 2016 - January 2019, Mumbai**

- Handling end-to-end execution of mid management and leadership level searches.
- Explore different ways of getting Profiles for the client requirement - Portals/Social Networking Sites/References/Network of Networks.
- Arranging and coordinating interview meetings of the shortlisted candidates.
- Close participation in finalization process
- Staying in regular touch with the candidate after his joining for 6 months to ensure his settlement into the new organization.

### Freelance Web Designer

**Self Employed**

**April 2020 - Present, Mumbai**

- Designing engaging and responsive landing pages.
- Integrating client CMS programs and data feeds into websites
- Optimizing sites for maximum speed and scalability
- Liaising with back-end developers to ensure web and app logic is properly integrated
- Ensuring website function and stability across devices i.e. desktop, mobile, tablet

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## EDUCATION

### Bachelor of Management Studies

Don Bosco College • Vidyavihar • 2016

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## CERTIFICATIONS

### Web Designing

IT Vedant • 2020

### Digital Marketing Program

The Digital Brunch • 2018

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## SKILLS

**Creative Thinking**

**Market / Trend Research**

**Website Designing (HTML, CSS, JS)**

**Social Media**