

SOCIAL MEDIA AGENT

Summary

College prepared student with over three years of front line customer service experience, excellent communication skills, with strong work ethic. Looking for opportunities in Corporate America to develop as a career professional where training, coaching, and mentoring opportunities are available. Teachable and quick to learn taking on new roles and responsibilities with flexible schedule. *Detail and Deadline Oriented*Critical Thinking*Superior Writing Skills

Highlights

Microsoft Office Suite*Avaya Phone System*Very accurate and rapid keyboarder*Sprout Social Media Management

Experience

10/2015 to Current

Social Media Agent Company Name - City , State

- Trained and work directly with MetroPCS HQ Build social media posts, advertising and promotions across social media platforms Engage in customer service via Facebook, Facebook Latino, Twitter and Instagram Monitor online public relations and continuously send in 'Hot Topics' to create new content online Sponsorship coordinator Escalate customer concerns directly to MetroPCS markets nationwide.

01/2014 to 01/2015

Customer Appreciation Team Agent Company Name - City , State

- Retention department for Metro PCS Cell Phone Company Inbound and outbound calls Answered customer service calls, and escalated/supervisor calls Floor walker in a call center environment to assist training agents Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.
- Made reasonable procedure exceptions to accommodate unusual customer requests.

01/2013 to 01/2014

Floor Associate Company Name - City , State

- Executed store initiative related to sales, service, and customer experience.
- Met and exceed assigned customer experience and reputation and productivity targets.
- Resolved or escalated any customer service issues.
- Responsible for display maintenance, shelf maintenance, and store housekeeping.

01/2011 to 01/2012

Front Desk Customer Service Company Name - City , State

- Face-to-face customer service General office duties Inbound and outbound calls Customer account relations Customer enrollments and sales Accurately and efficiently completed all sales transactions.

Education

2015

Richland College

2014

Winfree Academy Charter School

2011

Berkner High School

Languages

Bilingual: Spoken and written form English and Spanish

Skills

advertising, Avaya, call center, Cashier, content, customer satisfaction, customer service, English, General office duties, Microsoft Office Suite, Phone System, public relations, sales, social media platforms, Spanish, supervisor, Phone, written