
Seamus O'Hearn

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Education

B.S. Computer Animation
Full Sail University
August 2010 – July 2012

Proficiencies

Software

Microsoft Office Excel

Microsoft Office Word

Bing Ads Editor

Skills

Pay Per Click Advertising
Optimization & Evaluation

Shopping Campaign
Maintenance

3D Animation

Motion Capture

Certifications

Bing Ads Accredited
Professional

Google AdWords Search
Certified

Google AdWords Shopping
Certified

Inbound Marketing Certified
by HubSpot Academy

Experience

Microsoft Bing Ads Support

March 2014 – June 2017

Ticket Auditor / Floorwalker

- Mentor newly hired agents as they begin taking calls.
- Assist agents with expanding on knowledge of pay per click advertising on search and content networks through hands on experience.
- Support agents with learning efficient ticket handling processes, escalations and how to handle various scenarios.
- Audit all tickets before closure to get a clear view of the service the customer was provided, while making sure proper processes were followed and customer interactions were properly documented.
- Create weekly, and monthly performance reports showing trends, and outliers for evaluation using Microsoft Office Excel, and Word.

Outbound Optimization Specialist

- Reach out to new or existing advertisers to educate and optimize accounts to help advertisers reach their advertising goals and increase advertising investment.

Inbound Customer Care Specialist

- Assist inbound callers with their advertising concerns.
- Support customers with technical issues, billing problems, as well as optimizing and creating new accounts.
- Help customers with budgets big and small reach their advertising goals.

RGIS

January 2014 – March 2014

Inventory Associate

- Travel to various retail stores and provide fast and accurate merchandise inventory services to the client's needs.

Dicks Sporting Goods

November 2013 – January 2014

Seasonal Lodge Retail Sales Associate

- Provide face to face customer service in the hunting and fishing departments.