

Freelance Web Developer Freelance Web Developer Freelance Web Developer - Lazo and Co  
Burbank, CA Self-starter with 5+ years of customer service experience, 4+ years of marketing  
experience, and over one year of experience in web development. I am bilingual in English and  
Spanish, and I am well versed in Microsoft Office, Adobe Photoshop & Illustrator, and WordPress.  
Work Experience Freelance Web Developer Lazo and Co May 2019 to Present Responsible for  
client acquisition; goes above and beyond quota of maintaining a 5-person/month pipeline via  
multi-channel communication Builds profile websites for small businesses in Hawaii and California  
using WordPress and HTML Maintains databases containing sensitive and proprietary information  
of the company as well as its respective clients Administrative Assistant Fidelity Creditor Services  
March 2016 to June 2019 Managed 5 junior administrative assistants, training them on company  
protocol, business software, and other standard operating procedures Recorded and archived  
client information, assuring a 99% accuracy rate, and resolving errors when necessary by  
conducting secure follow-ups with the customers Answered 50+ calls daily, resolving customer  
service issues, and directing questions to the respective departments as needed Creative Assistant  
Sintel Systems February 2015 to March 2016 Wrote and edited entries on company blog,  
publishing them on the website every other day Operated all social media accounts, including  
Facebook and Twitter Designed and created visual content for company website using Adobe  
Photoshop and Illustrator Sales Associate Fish Dish October 2013 to December 2014 Performed  
cashier duties during busy store hours using the point of sale (POS) system Ensured customer  
satisfaction to the point of receiving positive reviews during monthly evaluations Education Bachelor  
of Arts in Business Marketing California State University May 2021 Skills Wordpress

Name: Anthony Lane

Email: nancy18@example.com

Phone: 403-210-2923x79045