

# RONNIE SMITH

(MY PERSONAL INFO HERE)

## EXPERIENCE

OCT. 2017 – PRESENT

**STORE MANAGER (LEARNING AND DEVELOPMENT LEAD),** WHERE I WORKED  
CITY STATE ETCY

Managing a small high-performing team with 500% YOY results growth,  
Creating promotional materials both physical and digital ads,  
Managing social channels such as Yelp, Facebook, Reddit, and Google,  
Customer and Employee retention and feedback collection,  
Training other managers and staff on all of the above.

OCT. 2015 – OCT. 2017

**STORE LEAD,** AGAIN WHERE I WAS

Led of up to 35 people including seasonal staffing,  
Performed IT, Bookkeeping, Inventory Management, and HR duties,  
Successfully created and implemented a new training system

## SKILLS

- Salesforce and NPS
- Customer Retention/Resolution
- Proficient in Office Suite
- Training and Development
- Bookkeeping using MS Excel
- P/L Management
- Inventory Management
- Internal Mediation
- Scheduling and Time Management
- Interpersonal Communication
- Creative Writing for Promo Materials
- Wordpress Utilization

## PERSONAL EXPERIENCE

- Livestreaming experience and growth
  - + Over 100 followers a month
  - + Average concurrent viewers of 31 for the lifetime of the stream (3/7-9/12)
- Assisted in 30+ streamers growth on various platforms
  - + Set up bots, overlays, and OBS for many
  - + Assisted in theming and content creation
  - + Currently administrating a community discord to provide assistance and community
- Discord bot management
  - + Automated announcements, role assignments, embedded messages and moderation
- Community growth, including moderation, administration, event creation, and player/viewer engagement
- Community event creation
- Streaming tool usage
  - + Firebot, used for overlays, chat commands, redeems, community engagement and rewards
  - + Streamelements, used for overlays, widgets, and engagement tools
  - + Various online bots to provide similar uses
  - + OBS usage, including addons and setup
  - + Automatic moderation with all of the above
- History with Nexon, primarily Mabinogi, since 2008