

SELINA CROWE

Community Manager

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☎ (123) 456-7890

📍 New York, NY

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Science
Media, Culture, and
Communication

New York University

📅 2013 - 2017

📍 New York, NY

SKILLS

- Microsoft Excel
- Google Workspace
- Slack
- Hootsuite
- Salesforce
- Canva
- Zoom
- HubSpot
- Trello
- Buffer

WORK EXPERIENCE

Community Manager

BuzzSumo

📅 2023 - current

📍 New York, NY

- Led an initiative to design visually appealing infographics on Canva, increasing active user engagement across various platforms by 34%.
- Used Trello's Kanban boards to create and enforce a new task delegation process which **lowered miscommunication incidents by 9%**.
- Ideated a Hootsuite-based campaign that grew brand impressions on social media by 42% in one quarter.
- Fostered influencer partnerships using HubSpot CRM for 12 clients, enabling them to expand brand visibility within six months.

Community Support Specialist

Snap Inc.

📅 2020 - 2023

📍 New York, NY

- Communicated with content managers via Slack to address escalated cases, achieving an **11% uptick in first-contact resolution**.
- Organized 43 customer webinars using Zoom to educate long-term users on platform updates and improve feature adoption.
- Monitored user-generated reports for content violations, removing 1,772 posts every month that did not comply with community guidelines.
- Created custom dashboards in Salesforce to track 8 KPIs, boosting data visibility by 22%.

Social Media Assistant

Rodeo

📅 2017 - 2020

📍 New York, NY

- Assisted seniors in creating 7 custom templates for seasonal campaigns, reducing the average planning time by one week.
- Developed a library of 651 visual assets on Google Drive for quick access, expediting post-creation times by 49 minutes.
- Scheduled 13 posts every week using Buffer, achieving a **26% rise in engagement metrics**.
- Responded to 55+ monthly direct messages on Facebook and Instagram, raising customer satisfaction scores by 8%, according to annual surveys.