

# Eric Smith

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## QUALIFICATIONS & SKILLS

6+ years working in a office environment

Google AdWords and Microsoft AdCenter certified

Proficient with Microsoft Office with strong emphasis on Excel

Experience gathering and analyzing large data sets and presenting information in a clear, concise manner

Proficient with Apple and PC platforms and products and able to type 50 wpm

Customer service and phone experience

## EXPERIENCE

### **Sales Analyst 1; Netbiz.com 2010-2013**

Primary job functions include preparing Gross and Loss reports for the Financial Advisor and CEO as well as gathering and analyzing performance statistics for our Google AdWords and Microsoft Bing accounts to present to the manager of Client Services.

Tasked with gathering and analyzing large amounts of information ranging from cancellation rates to most profitable industries and anything else that is asked for.

Assisted with reorganizing the Accounting Department which included sorting and filing documents.

Backed up front desk and reception when needed to help cover breaks and vacations.

### **Research Department Team Lead; Netbiz.com 2009-2010**

Supervised the team that would analyze and present ideas for improving our client's PPC marketing to the Proactive Customer Service Team.

### **Research Department; Netbiz.com 2007-2009**

Primary job functions included analyzing our customers PPC campaign and accounts and providing suggestions for improvements when needed.

Responsible for ensuring client's budget was utilized to its full extent through effective bidding and keyword management.

Monitored Netbiz's AdWords and AdCenter accounts for any problems including budgetary and performance issues.

**Customer Service Associate; Office Depot 2005-2006**

Provided customer assistance and shared cashier responsibilities with other team members.

Multitasked and fielded phone calls from multi-line phone systems.

Resolved customer complaints and elevated appropriate issues to prescribed team members.

Supervised and assured store upkeep and appearance.

**Office Support; Worry Free Maintenance 2002-2003**

Supported front desk with filing, data entry and any other prescribed tasks.

Received and processed all incoming and outgoing mail.

Provided promotional documents and specials to prospective clients through email and over the phone.

**EDUCATION**

**Chemeketa Community College Associate of Applied Science in Visual Communications - 2006**

3 year course of study with a focus on Commercial Advertising and Marketing with elements of traditional graphics and web design