**Taryn Oleson**

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| Qualifications Summary |  |
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Highly-organized and resourceful professional with more than 10 years of combined experience in project management, social media management, and game community management. Well-prepared to contribute skills and experience for the growth of the organization and development of the gaming community.

* **Game Community Management:** Experienced in providing direct community support for high-value VIP players and monitoring player activity patterns. Dynamic individual with expertise in moderating social media and community platforms to guarantee a safe and enjoyable experience for all community members.
* **Social Media Management:** Well-developed ability to produce and post creative, engaging content on social media and other forums to attract and retain players and members. Instrumental in maintaining online presence and company representation for multiple game titles.
* **Relationships Building:** Adept at building and strengthening productive relationships with players, community members, management, and stakeholders.
* **Key Strengths:** Skilled in liaising and working closely with management and team members to identify and resolve problems. Articulate communicator; listen, understand, and report back regarding player concerns and feedback. Demonstrate a strong understanding of social media services, trends, and mechanics.

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| Professional Experience |  |
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Hollywood, CA

**Project Coordinator,** Contract/Freelance (June 2015 – 2019)

Organize and manage project resources to execute various marketing campaigns to promote products. Collect required information to document and maintain a complete record of the project and related activities. Implement best practices and procedures to achieve desired results in line with the scope of client long-term goals.

*Selected Contributions:*

* Identified project needs and built productive relationships with 3rd party vendors that aided in saving an average of $30,000 per project.
* Ensured smooth and efficient running of project functions by adeptly creating schedules, overcoming workflow issues, preparing a budget, and making changes as per project scope.

Big Fish Games, Seattle, WA

**Community Support Specialist** (May 2014 – Dec 2015)

Rendered expert services as a community support specialist; focused on retaining clients and offering direct community support for high-value VIP players. Shared knowledge within the community to help members benefit and derive value from participation as well as consistently monitored player activity patterns. Delivered active functional support to the quality assurance team with bug detection, replication, and documentation.

*Selected Contributions:*

* Devised and implemented new engagement strategies using social media outreach to retain players who spent an average of $8K to $12K per year on games.
* Leveraged key skills and industry knowledge while working on producing content for social media and other forums to attract community members.

Spacecoast CRM, Seattle, WA

**Salesforce Administrative Consultant** (Sep 2012 – May 2014)

Utilized key expertise and experience to create custom objects, fields, page layouts, and tabs. Enhanced skills and working knowledge of custom profiles, hierarchies, and user management. Collated, documented, and shared database knowledge with clients and offshore team (please specify the purpose of transferring database knowledge to clients and offshore team).

*Selected Contributions:*

* Led, directed, and managed overall activities related to successful large-volume data migrations with zero errors.
* Developed a better understanding related to the Salesforce CRM Platform through consistent training and more than three years’ experience.

EA PopCap Games, Seattle, WA

**Social Media Manager/Player Support** (June 2013 – May 2014)

Kept social media platforms up-to-date by posting content to maintain online presence. Managed online communities to ensure appropriate engagement and company representation for multiple game titles. Supported and guided players through forums, social media, and email as well as responded on comments to ensure a solid online presence.

*Selected Contributions:*

* Utilized related KPI's to reorient engagement media campaigns to increase new player engagement and retention.
* Closely analyzed player-related urgencies and assisted the team to implement support strategies.

*Additional experience as an* ***Online Banking Support Specialist*** *at Prevail Credit Union and as* ***Archivist/Restoration Specialist*** *at Daft Punk/Daft Arts Inc.*

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| Educational Background |  |
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**Bachelor of Arts - Interactive Media Design**

Art Institute of Seattle, City, State

*Freelance Social Media Management: iSocialYou*