

Chase N. Kelly

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Career Objective	To use my experiences in Data Analysis and Web Design in a challenging environment where I can push myself to learn and grow to improve my skills and abilities.
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Summary of Qualifications	<ul style="list-style-type: none">• Organized, highly motivated, and detail-directed problem solver.• Ability to collect and analyze large amounts of data and present findings.• Demonstrated ability to formulate and execute strategies as the leader of a team.
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Education	BS in Business Administration, University of Oregon, Graduated June 2017 <ul style="list-style-type: none">• Operations and Business Analytics Concentration• Minor in Computer Information Technology
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Work Experience & Relevant History

Customer Experience Specialist II, Chegg, October 2018-March 2019

- Provided support and help to my colleagues in multiple offices during floor support shifts including taking over escalated calls.
- Given control over our team's public email address. Responsible for making sure my colleagues answered emails directed to them and personally took care of miscellaneous email requests for support.

Customer Experience Specialist, Chegg, July 2017-October 2018

- Took customer service contacts on calls and chats about shipping issues, billing inquiries, refund requests, and general support of any kind.
- Promoted to Tier II after averaging a 90%+ weekly CSAT average over several months

Operations Coordinator, Locus Marketing LLC, January 2017-July 2017

- Use Google Analytics to analyze client's websites and consult with them one on one in strategy meetings about webpages that could be improved or redesigned.
- Promoted to Operations Coordinator after overseeing the increase of average client leads by 500% while as Marketing Coordinator.

Marketing Coordinator, Locus Marketing LLC, June 2016-January 2017

- Learned to manage the accounts and tech support for all 50+ clients in a web design agency while starting as a Marketing Coordinator Intern during Summer of 2016.
- Conducted the internal marketing activities of the company by writing articles and creating newsletters as well as managing our social media.

Capabilities and Skills

- HTML, Javascript, CSS, Git, Ajax
- Google Analytics
- Wordpress
- Microsoft Visual Studio

