

Elise Ngo

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EDUCATION

California State University, Long Beach

- Bachelor of Arts in English

WORK EXPERIENCE

NK Agency

September 2021 - September 2022

Social Media Accounts Manager

- Created and curated engaging content, including graphics, videos, and copy, for multiple Instagram and TikTok accounts
- Actively monitored and responded to customer inquiries, comments, and complaints in a timely and professional manner, resulting in increased customer satisfaction and brand loyalty
- Utilized social media analytics tools to track and analyze data on audience demographics, content performance, and engagement metrics, and used insights to continually improve social media strategies
- Increased client's Instagram engagement rate by 1,968% in the first 30 days of working together
- Increased client's Instagram following by 122% (from 4,000 to 9,000 followers) in 90 days
- Increased client's TikTok following by 900% (from under 1,000 to over 10,000) within the first 6 months of working together

italki

October 2019 - September 2021

English Language Tutor

- Conducted one-on-one English language tutoring sessions with students of different ages and proficiency levels, hailing from diverse cultural backgrounds and countries such as Brazil, Ukraine, Russia, Bahrain, China, and Germany
- Leveraged my fluency in Portuguese to provide targeted language support to Brazilian students
- Designed and delivered customized lesson plans based on student goals as well as the latest teaching methods, technologies, and trends in English language education
- Maintained a 98% and above satisfaction rate according to student ratings and reviews

Bergener Mirejovsky

December 2018 - June 2019

Front Desk Receptionist

- Managed a high volume of incoming calls and emails, with an average of 100+ calls and 50+ emails per day
- Built strong relationships with clients through attentive and empathetic communication during the intake process, helping to establish trust and confidence in the firm's ability to represent their interests effectively
- Oversaw the scheduling and preparation of meetings and ensured a professional and welcoming environment for clients, guests, and staff

SKILLS

Languages: JavaScript, HTML, CSS

Other Tools: Adobe Creative Suite, Figma, Canva