



Fort Myers, FL USA



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## OBJECTIVE

Experienced account manager with strong work ethic and excellent communication skills seeking position that offers growth, customer-facing responsibilities and diverse marketing-focused assignments.

# GERI HOPKINS

## EXPERIENCE

**Jan 2013–June 2017**

**Senior Technical Advisor • Apple**

- Troubleshooting software issues on all Apple devices, acting as the final point of contact for all customers. I also acted as team lead and assisted in training groups of technical advisors by guided education through the Kbase curriculum and live examples on common issues.

**June 2017–present**

**Founder & CEO • Keys 2 Encrypt LLC**

- Keys 2 Encrypt LLC is a technical solutions company that provides services such as Social Media Management and strategy creation, Marketing and brand management, Website creation and Listing Landing Pages, Mobile App creation, Advertisement creation and campaign strategy. I am personally responsible for each client; however, our team of experts is growing!

**Jan 2020– present**

**Client Relations Specialist • 101 Elite Athletics**

- Maintaining client relations, client experience strategist, creating custom quarterly programs, weekly reports based on client progress, and collaborating with team to establish project goals, projections, and milestones.

## COMMUNICATION

Excellent written and verbal communication skills

Confident, articulate, and professional speaking experience

Empathic listener and persuasive speaker

Speaking in public, to groups, or via electronic media

Excellent presentation and negotiation skills

## REFERENCES

Available Upon Request