

# JC Carlson

(480) 215-4083

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## Professional Profile

Full stack web developer, Media content, management, and training with over 10 years of professional experience.

## PROFESSIONAL EXPERIENCE

### Los Angeles Athletic Club – Storage West

April 2015- 2019

Video Marketing Manager/Sales Trainer

- Created video content for social media and advertising platforms to drive customer acquisitions as well as sound clips and video for training.
- Worked on platforms like YouTube, Facebook, Instagram, and Twitter creating digital content, building brand awareness, and telling stories.
- Developed electronic training program to train customer service and sales in the workplace for new and existing employees.
- Trained managers and trainers both in person and over the phone and developed skills for customer interaction.

### PayPal

April 2013- 2015

Merchant Vetting Agent /Communications Content Producer

- Assess risk and make independent decisions on applications through business and consumer verification, credit checks, and fraud reviews while upselling products.
- Created videos for an internal communication newsletters developing content and executing the production of projects.
- Communicate decisions to customers and explains reserves and limitations placed while working and communicating in multiple departments through the use of email, chat, and meetings.
- Lead Team Learning Sessions for multiple departments on daily workflows and risk processes for Merchant Vetting agents as well as hosts multiple director side-by-sides.
- Mentoring current and new hiring agents to assist in their development due to my proficiencies in queues.

*(All Star recipient Q1 2014, Certified Mentor, "C-Town" Voice/Scripts)*

### Wells Fargo Bank

June 2011-April 2013

Personal Banker/Supervisor

- Provided expert advice and solutions to future and existing Wells Fargo customers and follow through with my promises to show my reliability.
- Managed 12 team members to achieve service and sales goals by conducting performance evaluations and holding team meetings and coaching sessions.
- Developed/monitored employee and operation schedules based on impacts to daily and weekly business operations.

*(Platinum club award winner for teller and banker in sales and service 2011 and 2012)*

## EDUCATION

University of Arizona

2019-2020

Northern Arizona University

2010-2012

Chandler-Gilbert CC

2006-2009