

NATALIE MCKEE

CUSTOMER SUPPORT
GURU

Bio

An explorer of global and personal boundaries, who excels in customer and people interactions.

Contact

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EXPERIENCE

Bartender & Server

1400 Bar & Grill

May 2018 - July 2020
June 2016 - October 2017

- Improved customer engagement by delivering exceptional service while managing the bar and tending to all guest needs
- Fostered existing customer relationships
- Trained incoming employees on pertinent processes and technological skills
- Managed restaurant social media account, engaging with local community

English Language Teacher

CIEE Teach-in-Thailand

October 2017 – May 2018

- Analyzed and assessed 250 students' knowledge of English
- Taught 15 lessons per week spanning three grade levels
- Developed and led challenging and engaging lesson plans
- Collaborated with students, fellow Thai teachers, and the surrounding community

Social Media Manager & Event Production Assistant

BeHitched Event
Planning

March 2017 – October 2017

- Developed weekly social media content calendar
- Created social media ad campaigns launched on Facebook Ads Manager
- Implemented project tracking through Asana
- Managed live social media channels during events and engaged with followers
- Cross-collaborated with various vendors
- Supported on-site logistics and event production teams
 - i.e. event space design assistance, vendor coordination, set up/break-down, hosting and facilitating guests.

Interactive Production Apprentice

Team One – USA

March 2015 – October 2016

- Initiated and tracked progress of Lexus URL website redirects using JIRA
- Compiled and organized pertinent product assets to share with various production vendors
- Estimated costs of DEV/QA work while maintaining parameters of Lexus production budget using Smartsheets
- Assembled scope of work proposals in collaboration with Business Affairs
- Scrubbed Lexus social channels seeking advertising opportunities to share with strategy team

EDUCATION

Loyola Marymount University, 2016

Bachelor of Business Administration

SOFT SKILLS

Customer Service
Empathy
Clear Communication
Conflict Resolution

TECHNICAL SKILLS

JIRA
Slack
Smartsheets
G Suite

INTERESTS

Skydiving (57 jumps and counting)
Camping and Hiking
Web Development
Avid disposable-camera photographer