

<april cook>

(405) 837-5783 ocitypromo@gmail.com

experience

CTRL+SHIFT Code School OKC

Gained education and training necessary to enter the IT industry, including HTML5 CSS3 and Javascript

Managed teams of up to 25 Brand Ambassadors for major brand marketing campaigns across the US and internationally

Lead teams of 20 entertainers in preparation and execution of NBA game night presentation

Managed Customer Satisfaction and CSI compliance, raising Customer Satisfaction Index 36 points to achieve above compliance thresholds and raised employee satisfaction across all dealership departments

skills

Customer Relations

Team Management

Git/Github

HTML5

CSS3

JavaScript

work history

Team Captain/ Lead Entertainer
Oklahoma City Thunder

Sept 2009 - Current

Customer Satisfaction Dept. Head/ Community
Relations Mgr. Metro Ford of OKC

Aug 2017- June 2018

Lead Brand Ambassador
Tyler Media- 104.5 Classic Rock and 107.7 The
Franchise Spors Radio

August 2010-Sept 2018

references

Tyler Cofer

Ent. Producer, Vegas Golden Knights (405)201-8457

Cara Rice

Radio Host, Tyler Media (405)478-5104

Shannon Black

GM Metro Ford of OKC (405)403-5990

