

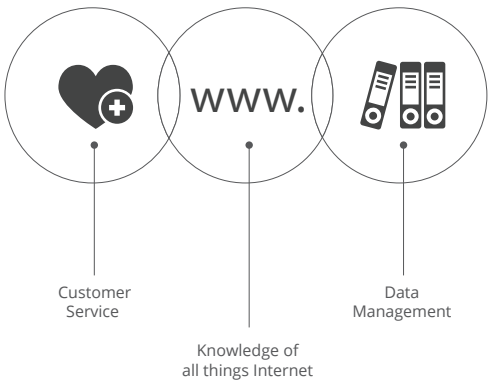
PERSONAL STATEMENT

I'm a 25 years old social media siren with a background in customer service and workflow management. Graduating with a BA in Communications, I began to explore the world of mass media starting with a local radio station and eventually moving to social media.

I spent two years at a local start-up building relationships with the artists we featured on our website while I worked at a local concert venue offering the best service I could. At both jobs, it was easy to get overwhelmed, but keeping cool and going with the flow was the best way to continue with the work and keep the customers at ease.

If Mailchimp is looking for someone with strong personality to converse with users about issues, speak with local law enforcement about urgent situations, and is organized like no other, then I am your girl.

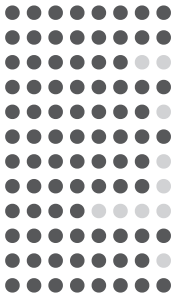
MY SPECIALITIES



SKILLS

01 People/Computer

- Customer Service
- Phone Etiquette
- Email Management
- Microsoft Word
- Microsoft Excel
- Adobe Photoshop
- Adobe Illustrator
- Mailchimp
- HTML & CSS
- Social Media MGMT
- Hootsuite
- Spree



02 Knowledge

- Use of Mailchimp for Business
- Empathizing with customer
- ATL Startup Scene
- Google Analytics & SEO

LANGUAGE SKILLS



EDUCATION

- From August 2008 to May 2012.
BA: Communication + Marketing.
Georgia State University, Atlanta, GA.
- From May 2010 to June 2010
Confucius Institute Cross Cultures Initiative
Beijing Culture & Language University, Beijing, China.

WORK EXPERIENCE

- CENTURY COMMUNITIES: Dunwoody, GA
March 2015 - Present
- Create all flyers for sales agents
 - Illustrate all driving maps, site maps, flyers, and home plans
 - Fulfill all requests from sales agents
- MALONEY MEDIA: Atlanta, GA
Sept 2014 - Present
- Manage 3 clients' blogs and social media accounts, including updating content such as news stories, open house announcements, and live appearances
 - Building online communities for clients and organized all their content using Hootsuite
 - Create original brochures and flyers for realtors to display at open houses
- TABERNACLE: Atlanta, GA
Sept 2012 - Present
- Make and serve drinks to customers and inform patrons about craft beer choices
 - Settle disputes and alert security when issues arise
- SCOUTMOB , Atlanta GA
Oct 2012-Oct 2014
- In charge of uploading and editing of artist's Shoppes and products.
 - Developed current Shoppe uploading schedule and production process.
 - Uploaded a total of 12,321 products with 43,402 variants
 - Main contact for artists featured on Shoppe: update artist information; fix any mistakes/changes, set artist vacations, and mail required materials to artists
 - Directed eight interns in their day-to-day activities and assist them with any problems they encountered
- ADP: Alpharetta GA
May 2007 – June 2012
- Billing/Finance Administrator. Responsible for expense reporting, invoice preparation, overtime analysis, and Concur requests.
 - Aassisted with labor capacity planning project.
- CUMULUS ATLANTA – 99X/ROCK 100.5, Atlanta GA
Jan – May 2012
- 99x/Rock 100.5 Roadie/Intern. In office duties include: updating prize sheet database, edited air checks, calling winners, and clerical office work.
 - Out of office duties include: attending to scheduled events, street marketing, and assisting tech/DJ's with live broadcasts.
 - Receptionist on Wednesdays
 - Organized prize winners for all stations, directed calls, and in charge of all incoming deliveries

HOBBIES & INTERESTS

