

Andy Sul

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Skills

- Video Production and Video Editing
- Photography
- Programs: Microsoft Office, G-Suite
- Programs (cont.): Salesforce, Outreach, ZoomInfo, LI Sales Navigator, Confluence
- Experience with: HTML5 and CSS

Education

January 2023 - August 2023 (expected finish date)

University of Washington (Seattle, WA)

PCE Certificate in Professional Technical Writing

- Professional Continuing Education program that covers concepts and applications of technical writing

June 2021

University of Washington (Seattle, WA)

Bachelor of Arts in English, Creative Writing

- Researched, wrote, and edited, analytical essays in addition to prose and verse pieces

Certificates

- Responsive Web Design - freeCodeCamp (Issued March 2022)
- Web Development Fundamentals Bootcamp - NuCamp (Issued September 2021)
- Certified Direct-Response Copywriting Specialist - DigitalMarketer (Issued July 2021)
- The Foundations of Digital Marketing - Google Garage (Issued March 2021)

Employment

Apr. 2023 - Present

Broadridge - *Client Service Representative*

- Promptly answer inbound calls or emails from clients to answer their questions
- Troubleshoot issues clients bring up and provide instructions on how to fix their problem
- Log calls and emails conversations in CRM to maintain and track client communication and history
- Create and write documentation for a new product set to be released and trialed by users.

Feb. 2022 - Feb. 2023

Lowe's - *Customer Service Associate*

- Guided customers through the rental process explaining the rental contract agreement, damage protection, and possible penalties
- Instructed customers on safety procedure and how to operate the tool they rented
- Managed, organized, checked out and analyzed tool rentals through ticketing system database to ensure they would be returned in a timely manner
- Documented any changes that occur with a tool while it's on a rental in rental software system

June. 2022 - Aug. 2022

Skilljar - *Inbound Sales Development Representative (Remote)*

- Organized and reached out to 80 prospects a day over cold calls or personalized emails to follow up marketing leads with time management
- Held meetings over phone or Zoom to communicate about their challenges the prospect and their company were having. Listened and asked questions to understand their goals and consequences.
- Collaborated with marketing to provide feedback and assess/update MQL(s) processes for better efficiency to flip leads into meetings
- Researched and prospected companies to understand who they are, and to personalize outreach
- Coordinated schedules between customers and account executives to schedule meetings