

John Smith
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WORK EXPERIENCE

Company X

Director of Sales & Marketing

Remote

Nov 05 - Present

Oversaw web site redesign and implementation; aided in copy writing and content revision for new web site; creation and implementation of affiliate program; redesign and restructuring of forums; implemented new features and services for clients; assisted in implementation of company wiki; assisted with hiring and training; customer service management; oversaw sales department; assisted with billing and technical support.

Company Y

General Administrator

Remote

March 05 - Oct 05

Help re-brand company from A to B, including thinking of new name and slogan; aided with new site concept, design, and content; handled sales, support, and billing inquiries over helpdesk and live chat; implemented and wrote company newsletter; setup community forums; assisted in maintenance of company web site and scripts; setup of new accounts and other billing related duties.

Company Z

General Manager & Administrator

Remote

Jan 05 – Oct 05

Brought company from very poor state into a successful and profitable enterprise; implemented several new services; managed all day-to-day operations including sales, billing, technical support, and administrative duties; implemented quality assurance surveys; implemented AIM, MSN, and Skype support; greatly improved client/staff relationship; implemented and wrote company newsletter; implemented script installation service for customers; implemented web site management service for customers; redesigned company web site. Company acquired by Company Y in Jan 2005.

Company A

Senior Project Manager (Per Job Basis)

Remote

Sep 03– Nov 05

Responsible for conveying clients' message to design team on high end web development projects; oversaw design process from start to finish; provided potential clients with quotes; managed client relations before/after/during design process; other miscellaneous administrative work.

WORK EXPERIENCE (OTHER)

Web Site 1

Owner/Blogger/Consultant

Remote

Dec 04 - Present

Write and publish daily (M – F) posts on customer service at website1.com; complete management of blog (setup, promotion, etc.); interviews with industry leaders from Company 1, Company 2, Company 3, Company 4, Company 5, Company 6, among others; customer service consultant to technology companies.

Company B

Editor

Remote

May 05 – Present

Worked with management to organize newsletters for prominent content network; dealt with nearly 300 applications, interviewed 40 writers over the telephone, and narrowed applicants down to 20 writers; coordinated with writers on content, names, designs, etc. for individual newsletters; coordinated with technical team on implementations; in process of launching all newsletters.

Freelance Writer

Freelancer

Remote

Ongoing

Written articles for leading publications including: [about 7 publications listed], among others; Columnist and Lead Customer Service Expert at Publication 1; worked with companies and individuals to write press

releases, web site content, FAQs, etc.; ghost writing for newsletter service offered to web hosts by Company P.

SKILLS

- Advanced customer service skills: day-to-day management; hiring/training; escalations; quality assurance/auditing; working to improve customer service through little changes that end up making a large difference; etiquette; providing additional resources to employees; etc.
- Writing/editing, branding, management/administration, sales, support, hiring/training, etc.
- Advanced knowledge of [specific desktop applications listed]
- Advanced knowledge of [specific web applications listed]

REFERENCES

Writing portfolio and professional references are available upon request.

CONTACT INFORMATION

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Residing in Anytown, USA