1. Handled inbound contacts and provided customer service according to departmental policies and procedures.
2. Diagnosed and document customer complaints by utilizing provided tools and asking diagnostic questions.
3. Guided callers through repair processes, including [Type], [Type] and [Type], mitigating [Number]% of issues.
4. Prepared road reports by accurately documenting pertinent information, including [Type], [Type] and [Type].
5. Read, communicated, recalled and analyzed [Type] information and [Type] guidelines.
6. Supported $[Amount] revenue increases by elevating corporate awareness and business traffic.
7. Maintained corporate website and microsites using WordPress content management system and associated plugins.
8. Designed print collateral materials and coordinated branding across multiple communications channels.
9. Used Adobe Suite for creation of content, photo manipulation and publication design.
10. Managed email marketing encompassing content development, SEO and distribution using Mail Chimp.
11. Reviewed staff-written materials and edited for content and brevity.
12. Improved team efficiency via training in sales, marketing and promotions.
13. Supported media relations consultants in outreach and fundraising campaigns.
14. Devised content calendar and created social media content across multiple platforms.
15. Expanded national client list with development of customized communications strategies.
16. Represented company in partnership deals totaling over $[Amount].
17. Measured response using Google Analytics for open rates, page loads and stickiness.
18. Mastered and launched direct marketing techniques to boost brand reach.
19. Prepared event communications for special events, took photographs during event, and promoted on web and periodical channels.
20. Cultivated productive relationships with major businesses, securing profitable partnerships.