ROBERT SMITH

Social Media Manager/Marketing Associate

E-mail: info@qwikresumc.com **Phone:** (0123)-456-789

SUMMARY

Proven track record in resolving and reducing customer complaints and meeting customer service level agreements. Responsible for successful strategic initiatives to improve team productivity and increase staff retention. A decisive action-orientated manager who successfully takes complete ownership of the customer service function.

SKILLS

Bi-Lingual English / Spanish.

WORK EXPERIENCE

Social Media Manager/Marketing Associate

ABC Corporation - May 2010 – October 2015

- Assist Customers regarding product and service problems and inquiries via Social Media.
- Perform root cause analysis for any high impact or repetitive issues via Social Media Venue.
- Ensure proper handling and follow up with customers.
- Provide business updates and recommendations to senior level management as it relate to current and future state of Social Media Operations.
- Work with Corporate Communications and Legal on a weekly basis to ensure the appropriate response and message is being delivered via Social Media.
- Implemented self service links to change from English to Spanish on the AT&T website.
- Skills Used Customer Service Customer Retention Loyalty Program Time Management Moderate skills with high level of proficiency.

Social Media Manager

22Social - 2009 – 2010

- always staying optimistic for the team traffic/quick-paced environment.
- and business.
- A motivated leader with strong organization and prioritization 22Social Social Media Manager.
- San abilities.
- Strengths include leadership, Diego, CA.
- 03/2015 - Present motivation, and drive for victory.
- Customer Service, Retention.

SCHOLASTICS

- Associate in Science-Humanities & Social Science - (Rockland Community College - Suffern, NY)

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