

AG

ANNA GIBLIN

CUSTOMER SERVICE/SOCIAL MEDIA/MARKETING | WWW.ANNAGIBLIN.COM

OBJECTIVE

To obtain gainful employment that will allow me to contribute my skills to a successful team environment; while I gain valuable work experience that will supplement my educational pursuits.

KEY SKILLS

- Proficient in Microsoft Office including Excel and Powerpoint.
- Working knowledge of WordPress.
- Able to manage and implement Social Media campaigns.
- Excellent written and verbal communication skills.

TECHNICAL SKILLS

HTML	★★★★☆
JavaScript	★★★☆☆
CSS	★★☆☆☆
Java	★★☆☆☆
Sprout	★★★★☆
Zendesk	★★★★☆
Salesforce	★★★★☆

EXPERIENCE

RESPONSE TEAM • FRIENDEMIC • MAY 2017 – PRESENT

- Moderate clients' Instagram, Twitter, and Facebook while responding to any Direct Message, wall post, tweet, comment, and review.

MARKETING INTERN • SIMPLY EARTH • JANUARY 2017 – JUNE 2017

- Create and manage Facebook content and ads.

SOCIAL MEDIA EVALUATOR • APPEN • SEPTEMBER 2014 – MAY 2017

- Evaluate online social media content according to detailed criteria.

TEMP STUDENT SAFETY REP • GAGGLE • JANUARY 2017 – MARCH 2017

- I moderated student email and instant messaging content for student safety.

CUSTOMER REP / INTERNAL ADMIN • NEXREP • JULY 2015 – SEPTEMBER 2016

- Help customers over the phone (inbound and outbound calls) using a ticket based system (Salesforce) to help troubleshoot their Jawbone products.

IT HELP DESK TIER ONE • ST. MICHAEL'S COLLEGE • AUGUST 2013 – MAY 2014

- I worked with students, faculty, and staff with computer related issues including viruses, troubleshooting, and internal computer malfunctions.

CASHIER / CUSTOMER REP • PARTY CITY • JULY 2011 – AUGUST 2015

- Greeted customers upon entrance and handled all cash and credit transactions.

EDUCATION

BACHELOR'S DEGREE • FEB 2018 • DEVRY UNIVERSITY

- Course work in JavaScript, Java, business, and web design.

HIGH SCHOOL DIPLOMA • MAY 2013 • KOLBE CATHEDRAL HIGH SCHOOL

- Course work in publishing, web design, and AP English

VOLUNTEER EXPERIENCE OR LEADERSHIP

MODERATOR • R2 GAMES • MAY 2013 – SEPTEMBER 2015

- Answered player questions and concerns in a timely fashion and sometimes had twenty-five conversations happening at once.
- Watched the players in the forums and individual servers to make sure everyone was playing per terms and conditions.



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