

CREATIVE DIRECTOR

Professional Summary

Hard working, punctual, dependable, detail oriented, well organized,Â excellent oral and written communication skills, strong organizational skillsÂ *Ability to positively and proactively handle customer concerns and prioritize multiple task in a fast- paced environment . *Ability to work on multiple projects effectively and efficiently, both independently and collaboratively within a team To obtain a position in a well established company where I can use my experience and skills to provide the best services to the customers and my employer.

Core Qualifications

MS Office Suite (Word/Power Point/Excel/Outlook)

Experience

03/2013 to Current

Creative Director Company Name i¼ City , State PRIMARY RESPONSIBILITIES:Manage creative teams.Approve or reject advertising campaign ideas.Ensure team meets deadlines and stays within budget.Attends photo shoots and supervises production team.Write copy for clients' ads, brochures, TV spots, radio, and other forms of advertising.Research the technical properties of products.Determine what makes products appealing to consumers.Develop unique, new concepts.Oversee production.Conceive, develop and produce effective advertising campaigns.Work with account executives to determine client needs and budget.Ensure campaign stays within budget.Create and present storyboards of ideas.Work with art directors to create ideas.Write clear and persuasive copy for websites, brochures, ads, and other means of advertising.Update digital media with timely content.Perform search engine optimization techniques.Oversee campaigns from production to completion.Revise, edit, and proofread content as needed or directed by client.Respond to feedback in a timely manner.Work within tight deadlines.Monitor and change advertising campaigns to change effectiveness.Check copy for spelling and grammar errors.Work with media planners/buyers and the production department to fully develop the advertising campaign.Research competitors and keep abreast of market trends.

03/2011 to 06/2013

Personal Stylist Company Name i¼ City , State Maintain a fashionable professional image and be a customer service role model Â· Consistently seek new fashion and product knowledge to act as an expert for the customer Â· Search for innovative ways to increase business through use of Personal Book, store traffic, customer referrals, website requests and personal networking Â· Provide expertise and honest confident feedback regarding merchandise style and fit Â· Wardrobe every customer Â· Â· Â· Use directive selling skills through cross, team and on-line selling to promote key items, latest trends, new arrivals and replenishment basics Â· Build lasting relationships with customers by contacting them to follow up on purchases, suggest new merchandise and invite them to upcoming events Â· Â· Â· Demonstrate leadership in your home based department while selling throughout the entire store Â· Set and achieve personal daily, monthly, yearly and special event goals Â· Develop an extensive personal clientele

01/2010 to 03/2011

Sales Professional Company Name i¼ City , State

- Set and achieve personal sales goals while supporting the goals of the team Greet customers in a timely, professional and engaging manner Provide honest and confident feedback to customers regarding merchandise style and fit Build lasting relationships with customers by contacting them to follow up on purchases, suggest new merchandise and invite them to upcoming events Consistently seek new fashion and product knowledge to act as an expert for the customer Open new Nordstrom Fashion Rewards accounts as a means of building customer relationships Work as a team player to ensure each customer receives the best service possible Perform daily department maintenance tasks including stock work, re-merchandising, display, price markdowns, merchandise transfers and light cleaning.

11/2009 to 12/2009

Sales Professional Company Name i¼ City , State

- Achieve or exceed individual sales plan by utilizing strategic selling skills to assist customers with purchases.
- Build new and existing customers by employing client development outreach and follow-up, as well as provide outstanding service with all customer interactions.

10/2008 to 05/2009

Operations Supervisor Company Name i¼ City , State

- Under limited supervision, provides the same duties as the teller.
- Handle compliance of audit operations and regulatory issues.
- Workflow scheduling, transaction approval, teller training and/or teller supervision.
- Responds to inquires/problems and may handle more complex services/transactions.

11/2007 to 09/2008

Teller Company Name i¼ City , State

- Process customer transactions with no mistakes through patience.
- Attention to detail and the ability to follow procedures.
- Responsible for maintaining and balancing a cash drawer.
- Introduce customers to new products and services and generate leads for other members of the sales team to close.
- Every teller has her/his own scorecard with goals.
- Greet customers make them feel welcome and also engage customers to learn about their financial needs.

06/2005 to 06/2007

Customer Service Representative /Inside Sales Company Name i¼ City , State

- Indirect contact with customers and sales force.
- Receives initial request for sample order, price information and stock availability.
- Enter products information into product database, make travel arrangements, monitor inventory, request stock literature, maintain product database, create & update C of A's MSDS , Specs, scan & link product literature, email documentation to customers, download information from supplier websites, request & link composition breakdown BSE statements, create NAFTA certificates of origin, update ACT, produce & update PPT presentations, proofread orders, update & print labels & answer a multi-line switchboard.

06/2005 to 09/2005

MSA Coordinator Company Name i¼ City , State

- Primarily responsible for timely and accurate processing of Medicare.
- Set Aside referrals for initial data entry.
- Follow-up and follow-through with Claims Examiners, Applicant Attorney's, Defense Attorneys and structured settlement brokers to obtain critical information necessary for processing the referral.

11/2004 to 01/2005

Receptionist Cashier /CSR Company Name i¼ City , State

- Duties included giving proper and timely information to customers.
- Answering customer inquiry on products, data entry, QuickBooks filing, copying, faxing, cash handling and customer service.

01/2004 to 06/2006

Telephone Interviewer Company Name i¼ City , State

- Making out going calls to selected people to conduct telephone surveys and interviews for focus groups.

10/2002 to 11/2007

Bookkeeper Company Name i¼ City , State

- Maintain Bookkeeping for company.

Education

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Bachelor of Science : Marketing California University Northridge i¼ City , State

Professional Affiliations

American Marketing Association (AMA)

David Nazarian School of Business

Skills

Attention to detail, scheduling and coordinating, hands-on, Bookkeeping, customer service, data entry, database, documentation, email, Fashion, faxing, filing, financial, focus, merchandising, Excel, Microsoft Office Applications, MS Office Suite, Outlook, Power Point, Word, presentations, QuickBooks, selling, sales, sales plan, scheduling, strategic, structured, supervision, surveys, switchboard, team player, telephone, make travel arrangements, websites, Workflow, composition, operations, marketing, business development, and consulting.