

# FRANCIS MBAH MBAH

## Mobile Notary Public / Remote Marketing Strategist / Security Officer

District Heights, MD 20747

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## Professional Summary

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### Professional Summary.

Hard-working and self-disciplined Remote Marketing Strategist with 6+ years of experience working remotely for well-known brands. Solid track record of increasing brand awareness, optimizing digital presence, and leading marketing campaigns. Adept at managing time and organizing schedules per company work-from-home requirements. Instrumental in resolving issues and collaborating with teams to provide impeccable client support. Self-motivated team player with expertise in word processing programs, formatting spreadsheets and data entry. Able to work independently, communicate efficiently and complete tasks in a timely manner. Possess extensive expertise in Microsoft Excel and database management. Looking to leverage organizational and time management skills at your company.

I am an experienced Notary Public with over six years of experience in providing notary services, filing documents, and other related tasks. I have the necessary skills and knowledge to handle and processes that come along with notarizing documents, ensuring that they adhere to state and federal regulations.

Proven Security Officer with six years of experience in ensuring the safety and security of personnel, property, and assets. Skilled in threat assessment, emergency response, and surveillance systems. Committed to providing a safe and secure environment for all.

I am looking for an opportunity to use my skills and abilities to contribute to the success of your company.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### Mobile Notary Public

FM Global Connect Center-Maryland

August 2020 to Present

Mobile Notary Public with FM Global Connect Center

#### Core Skills;

- Strong knowledge of notary laws, regulations, and procedures.
- Excellent attention to detail and accuracy in document review and completion.
- Exceptional customer service skills and ability to communicate effectively with clients.
- Proficient in Microsoft Office, database management, and other office software.
- Highly organized and able to manage multiple tasks simultaneously.
- Records Maintenance – Document Identification

#### Work Experience;

- Conducted notary services for various legal documents, including affidavits, powers of attorney, and deeds, while ensuring accuracy and compliance with legal requirements.
- Assisted clients in preparing and completing legal documents and explained the significance and legal implications of each document.

- Assisted in determining the authenticity of clients by checking their identification papers such as birth certificates, passports, and driver's licenses.
- Maintained accurate records of notary services performed and provided necessary reports to management as needed.
- Collaborated with legal professionals and staff members to ensure the efficient and effective delivery of notary services.
- Ensured that all legal stationery is kept under lock and key.
- Maintained inventory of stamps and seals to ensure that they are not used illegally.
- Keep an eye out for fraudulent activities by thoroughly reading and checking documents to be endorsed.
- Create and maintain records of all notarized items both in paper and electronic forms.
- Assist with other office tasks and projects as needed.

## **Remote Marketing Strategist**

FM GLOBAL CONNECT CENTER-District Heights, MD

August 2018 to Present

Remote Marketing Strategist

FM GLOBAL CONNECT CENTER. 4029 Suit Rd District Heights, MD 20747.

08/2018 - PRESENT.

### **SKILLS & COMPETENCIES**

- Social media marketing
- Email marketing
- Influencer partnerships
- Cross-functional collaboration
- Marketing performance analysis
- Content creation and management
- Product launch strategy
- Content marketing
- Social media channel optimization
- Budget management
- ROI analysis
- Lead generation
- Customer acquisition strategy
- Brand awareness
- Customer satisfaction and loyalty

### **KEY DUTIES & RESPONSIBILITIES;**

- Develop and execute digital marketing campaigns using AI-driven analytics tools.
- Evaluate and enhance company presence on social media by implementing bespoke brand promotion strategies.
- Collaborate with cross-functional teams to align marketing strategies with business objectives.
- Utilize marketing automation platforms to streamline and optimize customer engagement processes.
- Coordinate marketing strategies remotely with sales, financial, public relations, and production departments.
- Forecasted upcoming trends by analyzing and utilizing customer feedback
- Conduct market research to identify emerging trends and consumer preferences.
- Create and manage content calendars for social media and email marketing channels.
- Analyze campaign performance data to inform strategic marketing decisions.
- Lead virtual workshops and training sessions to enhance team marketing skills.
- Implement SEO best practices to improve organic search visibility and traffic.

- Adapt marketing strategies based on real-time data and industry developments.
- Coordinate with remote teams using agile methodologies for efficient project management.
- Mentor junior marketing team members to foster professional growth and development.
- Resolved a wide range of customer inquiries via email and chat, maintaining response times within SLAs and ensuring clear and empathetic communication
- Respond promptly and professionally to customer inquiries via phone, email, and chat, resulting in an excellent average handling time, according to industry standards.
- Handle a high volume of incoming calls and emails, maintaining an average 4.7 customer satisfaction rating.
- Leverage CRM software to document customer interactions, update account information, and escalate complex issues to appropriate departments for resolution.
- Collaborate effectively with international teams across five different time-zones to resolve customer issues.

## **Security Officer**

Sunrise Senior Living-Bethesda, MD

October 2017 to November 2020

### **Core Skills:**

- Extensive knowledge of security protocols and regulations
- Proficient in security assessment and investigation
- Excellent interpersonal, communication and analytical skills
- Strong problem- solving and decision- making abilities
- Proficient in the use of security systems and surveillance equipment
- Excellent conflict resolution and negotiation skills
- Able to work independently and as part of a team

Security Officer.

SUNRISE SENIOR LIVING, Bethesda MD 20817

- Ensured the safety of personnel and property through patrols, inspections and investigations
- Conducted security verifications of personnel and vehicles entering and leaving premises
- Monitor 500+ room Rehabilitation premises to detect and prevent signs of potential threats and ensure security of doors and windows
- Greeted clients and guests in a professional and courteous manner to build and maintain good reputation of the company
- Maintain daily logs of irregularities such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences
- Maintained records of incidents and ensured proper documentation
- Checked identification of all persons entering and exiting the facility
- Recorded data, such as property damage, theft, violations or unusual occurrences and provided reports to the supervisor for appropriate action
- Accompanied visitors and staff through buildings when required by providing superior
- Documented concerns and verbally communicated and followed up to ensure resolution
- Investigated suspicious activities and reported any security breaches to the relevant authorities
- Responded to emergency situations in a timely and professional manner
- Utilized advanced security systems to detect and deter any potential threats.

## Education

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### **Master's degree in Criminal Justice**

UNIVERSITY OF YAOUNDE 2 SOA-YAOUNDE

September 2008 to October 2010

### **Bachelor's degree in Marketing**

UNIVERSITY OF YAOUNDE 2 SOA-YAOUNDE

September 2005 to September 2008

## Certifications and Licenses

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### **Driver's License**

July 2018 to Present

Clean driver's license that permit me to drive my car to work.

### **Current CPR/First Aid certification**

### **Maryland Security Guard License**

### **Virginia Security Certification**