

# Martin Jacob

COPYWRITER

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 Oaks, California

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## SUMMARY

To work in a highly professional and competitive environment where I can learn and share my skills that will help the organization growth. Skilled communicator, experienced in managing customer relations on social media platforms.

## SKILLS

- Creative writing
- Microsoft Office
- Research
- Flexibility and Adaptability
- CAT tools
- Community Management
- Customer Service
- Social Media Tools
- Complaint Handling

## EXPERIENCE

### Community Manager/Copywriter

**Markforged - Florida** [Nov 2018 - Present](#)

- Customer support service - managing customer inquiries of all kinds using working knowledge of 3D printing technology and products offered on the marketplace, ensuring adherence to company's policy and voice
- Content creation - writing engaging and informative descriptions and technical characteristics for each 3D printing model's page on the website
- Management of social media presence on Facebook, Instagram, Twitter, YouTube, Quora etc.
- Writing marketing copy for email newsletters, social media platforms, press releases and other promotion materials

### Copywriter

**UnitedHealth Group - New York** [Sep 2015 - Jul 2018](#)

- Responsible for conducting research and writing content on a company products.
- Assessment of pupils' home assignments in English
- Correction and commenting upon mistakes, further explanation of material that needs to be revised via online chats
- Preparation of weekly home assignments for pupils aged 7-16 y.o. based on the yearlong school curriculum

## EDUCATION

### Master's Degree in English

**University of Maryland Baltimore County** [Sep 2017 - Feb 2018](#)

**Bachelor of Arts (English)**

**California State University - Chico, California** [Sep 2013 - Jun 2017](#)

## LANGUAGES

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English



French



German



Spanish



## AWARDS

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**Monthly Star Award**

August - 2019

**Excellent Personal Contribution Award**

Januery - 2018