

CONTACT

✉ info@resumekraft.com

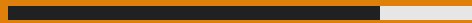
☎ +1-202-555-0135

📍 Chicago, Illinois, US

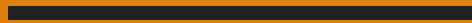
in <https://www.linkedin.com/joan>

PERSONAL SKILLS

Leadership



Project Scheduling



Problem solving



Social media



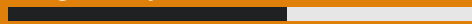
Digital marketing



MS Office



Google Analytics



EDUCATION

Masters In Tourism

Sep 2011 - May 2012

Illinois Institute of Technology

Bachelor in Tourism

Sep 2007 - May 2011

California Institute of Technology

Joan Lauren

ONLINE STORE MANAGER

TOP SKILLS

- Intimate understanding of how marketing campaigns work Entrepreneurial mindset and innovation approach
- "Can do" approach and pro activeness
- Excellent communication skills and collaborations with others departments/customers
- Ability to focus on deadlines and resultorientation
- Agility and ability to multitask

EXPERIENCE

Online Store Manager

Apr 2015 - Present

Heico Cos

- Manage online store platform with 1000 completed orders daily
- Monitor key sales and web site metrics to increase site and advertising performance.
- Participated in the planning and implementation of local campaigns in collaboration with the Marketing, Sales and Graphics teams.
- Developed highly successful projects to increase sales through targeted marketing campaigns, promotions, local events
- Maintain all aspects of sales operations and promotional activity to make sure that the online store runs continuously smoothly.
- Keep abreast of new industry trends and research opportunities for increasing sales of kinguin.net web store
- Report on buying trends, customer needs and profits opportunities
- Produce daily and monthly sales and traffic statistics of the web store and analyze key performance indicators using Google Analytics
- Developed and maintained branded social media content, composed press releases, technical articles, blog posts and advertising copy
- Supporting company market recognition and boosting reputation through purposeful efforts and actions

Administration department manager

May 2011 - Sep 2011

Hilmar Cheese Company

- Maintaining and monitoring computer systems, troubleshooting system and network problems and diagnosing and solving hardware or software faults
- Processing payments and invoices, setting up new users' accounts and profiles, keeping contract files and using them as reference for the future
- providing help and advice to customers using organisation's products or services
- communicating courteously with customers by telephone, email, letter and face to face
- providing information about local activities

LANGUAGES

English

German