



FITZ

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WORK EXPERIENCE

SOCIAL MEDIA COORDINATOR

Connex Global Solutions | May 2023 - Aug 2024 (1 Year, 3 Months)

- Managed and optimized multi-platform social media campaigns, increasing engagement and followers using tools like Canva, Asana, and analytics platforms.

CONTENT MODERATOR

Majorel | Sep 2017 - Sep 2022 (5 Years, 1 Month)

- Reviewed and categorized digital content for compliance and safety, significantly reducing violations and supporting content integrity initiatives.

CUSTOMER SERVICE REPRESENTATIVE

Convergys | Jun 2016 - Aug 2017 (1 Year, 2 Months)

- Delivered first-contact resolution for customer inquiries, enhancing customer satisfaction and assisting with technical and account-related issues.

TECHNICAL SUPPORT SPECIALIST

Sutherland | Nov 2014 - May 2016 (1 Year, 6 Months)

- Provided remote technical support for Microsoft products, achieving high resolution rates and maintaining SLA compliance.

ACCOUNT OFFICER

Probikes | Feb 2013 - Dec 2013 (10 Months)

- Managed accounts, processed payments, and coordinated inventory logistics to reduce overdue invoices and ensure stock availability.

SKILLS/AREAS OF EXPERTISE

- Content Creation
- Video Editing
- Article Writing
- Social Media Management
- Data Entry
- Graphic Design
- Customer Service
- Analytics

TECHNOLOGY

- Google Analytics
- HubSpot
- Google Workspace
- Microsoft Office
- Canva
- Asana
- Trello
- Meta Business Suite

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