

CELINA CARAVEO

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Professional Summary

I have excellent communication, computer, and interpersonal skills with over 8 years experience in customer service. I am organized, responsible, and a good team player. Highly motivated, quick and eager to learn new skills.

Skills

- Skilled in call center operations
- Attention to detail
- Dedicated team player
- Adobe Photoshop
- HTML, CSS, Excel, and Word
- 60 WPM typing speed

Work History

Account manager, 11/2013 to Current

Fashion Hope Marc Palmer – Phoenix, AZ

- Managed and maintain all designer accounts for e commerce.
- Content curator for marketing and social media campaigns.
- Gathered and verified all required customer information for tracking purposes.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Prepared reports and communication for senior management and clients.
- Acted professionally and patiently when addressing negative customer feedback.

Customer Service Manager/ Assistant to Director , 09/2012 to 04/2013

StyleYou, Inc – Phoenix, Az / Los Angeles, Ca

- Prepared and distributed payroll for staff of 6 direct reports.
- Oversaw inventory and office supply purchases.
- Liaised with vendors to order and maintain inventory of office supplies.
- Supported CFO through personal document management, calendar organization and collateral preparation for meetings.
- Contacted clients regarding unpaid and underpaid accounts to resolve any issues.
- Created and maintained company web pages using HTML and CSS.
- Coordinated trade shows, media buying and planning, sales promotions and direct mail campaigns.
- Drafted engaging, accurate and effective press releases.

Social Media Manager /Personal assistant, 08/2012 to 05/2013

FAB Counsel

- Boosted website traffic by 60% by creating an integrated social media strategy.
- Directed a successful SEO and link-building campaign to increase the website's credibility and drive traffic.
- Created effective messaging using language, graphics and marketing collateral.
- Wrote off-site SEO content such as press releases, guest blog posts and informational articles.
- Managed and reviewed filing and office systems.
- Translated complex concepts and data into compelling visuals for media outreach.

Education

Bachelor of Science: Business and Communications, 2013

Arizona State University - Tempe

Associate of Arts: Visual Communications , 2014

Fashion Institute of Design and Merchandising - California