

CREATIVE

Skills

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|------------------------|-------------------------|---------------------|--------------------|
| ■ Interior design | ■ Marketing | ■ Advertising | ■ Public relations |
| ■ Campaign development | ■ Promotions management | ■ Event planning | ■ Production |
| ■ Graphic design | ■ Theme development | ■ Conceptualization | ■ Computer |
| ■ Project-oriented | ■ Deadline coordination | ■ Detail management | ■ Brainstorming |

Personal Traits

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|--------------------------|-------------------|----------------|------------|
| ■ Multifaceted | ■ Clever | ■ Innovative | ■ Unique |
| ■ Versatile | ■ Individualistic | ■ Leading edge | ■ Artistic |
| ■ Technically proficient | ■ Originality | ■ Broadminded | ■ Flexible |

Phrases That Describe These Skills and Traits

- Vastly talented in interior design involving both residential and commercial projects.
- Highly skilled in all aspects of event coordination, implementation, and management.
- Expertise encompasses event marketing development and production for national corporations.
- Capable of developing theme interiors and event decorations, including floral designs.
- Talented in creating multitiered advertising campaigns and sponsorship programs.
- Strong public relations abilities combined with promotional campaign design/execution skills.
- Demonstrated success in originating diverse forms of advertising on a national scale, including four-color newspaper and magazine, television, billboards, brochures, and collateral materials.
- Conceptualized program content and supervised the production of video montages and PSAs.
- Skilled in audio and video post-production procedures, including final edits prior to airing.
- Created press kits that involved continuous contact with the media regarding company events.
- Strategically planned and placed company media advertising to include both print and radio ads.

CUSTOMER SERVICE

Skills

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|--------------------|----------------------|---------------------------|------------------|
| ■ Troubleshooting | ■ Problem solving | ■ Relationship management | ■ Interpersonal |
| ■ Rapport-building | ■ Needs analysis | ■ Solution identification | ■ Organizational |
| ■ Decision making | ■ Follow-up | ■ Grievance management | ■ Documentation |
| ■ Remedy planning | ■ Process compliance | ■ Escalation prevention | ■ Support |

Personal Traits

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|-----------------|--------------------|-----------------|--------------|
| ■ Diplomatic | ■ Resourceful | ■ Team player | ■ Empathetic |
| ■ Task-oriented | ■ Service-oriented | ■ Responsive | ■ Prompt |
| ■ Articulate | ■ Efficient | ■ Thorough | ■ Analytical |
| ■ Supportive | ■ Judicious | ■ Understanding | ■ Proactive |

Phrases That Describe These Skills and Traits

- Consistently received superior ratings in all categories that emphasized outstanding customer satisfaction, ongoing productivity, procedural compliance, and overall professional effectiveness.
- Demonstrate in-depth understanding and accurate interpretation of changing corporate policies, ultimately ensuring prompt management of all customer requests within diverse departments.