



# Felicia Keller

CUSTOMER SERVICE | DIGITAL MARKETING



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Saint Marys, Georgia 31558



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[LinkedIn](#)

## SKILLS

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- WordPress
- Shopify
- MailChimp
- Get Response
- Elementor
- Divi
- Adobe Creative Suite
- Microsoft Office Suite
- Email Marketing
- Social Media Marketing
- Blogs / Newsletters

## EDUCATION

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### Sessions College for Professional Design

September 2022 - Present

Undergraduate Web Design

Bachelor Graphic Design

### Thoughtful Boot Camp

October 2020 - February 2021

Digital Marketing Certificate

## PROFESSIONAL EXPERIENCE

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Customer Service and marketing professional who identifies customers' needs and delivers effective solutions to problems. Personable and professional under pressure with a motivated, positive, and energetic nature. I am committed to delivering high-quality work to create a positive and lasting experience.

## WORK EXPERIENCE

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### Freelancer | Remote Marketing Assistant

November 2020 - Present

- Email marketing using MailChimp and Get Response
- Social media marketing and updates for Facebook, Instagram, Twitter, and LinkedIn
- Weekly blogs and newsletters
- Website management for WordPress and Shopify

### Broad Path | Remote Pharmacy Benefits Manager

August 2021 - May 2022

- Provided excellent customer service to members
- Collaborated with providers to for timely and accurate medicinal delivery
- Met timelines for necessary prescription overrides

### Greyfield Inn | Hospitality

September 2018 - August 2020

- Provided excellent guest services in an upscale environment
- Maintained accurate records for inventory in gift shop
- Perfected the art of cocktail mixology

### The Pure Hart Company | Owner/CEO

April 2015 - September 2018

- Manufactured and marketed skin care products
- Designed and maintained E-Commerce website
- Managed brick-and-mortar store