

# Cori Marguriet

## **Customer Relations and Communications Specialist**

Fort Collins, CO 80525

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+1 678 234 7937

Experienced Communications professional with a background in marketing communication sand public relations. Currently working as a customer support specialist for a financial tech company.

Willing to relocate: Anywhere

## Work Experience

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### **Customer Service Representative**

Kabbage / American Express - Atlanta, GA

December 2019 to Present

Provided exceptional customer support throughout the pandemic and company acquisition, demonstrating comprehensive product knowledge and account management by communicating effectively between different modes of customer contact. Addresses client needs ranging from account management; technical issues and website/app troubleshooting; and inquiries about new products, promotions and services.

### **Communications Manager**

Kickr Design

May 2017 to March 2019

Served as first point of contact for the company, responding to all customer inquiries effectively over the phone, email and in person. Promoted to managerial role after first year of supporting the sales, engineering and executive teams. Effectively scheduled engineering and sales appointments while supporting the executive team with marketing projects and events, as well as selecting and interviewing new candidates for hire.

### **Marketing Proposal Coordinator**

Gleeds USA - Atlanta, GA

December 2014 to January 2016

Supported the marketing manager with drafting and tracking marketing proposals in response to client RFPs. Created and updated marketing collateral, updated social media posts, and assisted in coordinating and attending industry events.

### **Marketing & Executive Assistant**

ASD, Inc - Atlanta, GA

December 2013 to December 2014

Served as both an executive assistant to the CEO and as a marketing assistant, responsible for coordinating events, creating marketing proposals and client presentations for the architecture and design team leads.

## Education

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### **MA in Public Relations & Public Communications**

University of Westminster - London

### **BS in Communications**

Kennesaw State University - Kennesaw, GA

## Skills

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- Salesforce (3 years)
- Microsoft office
- Writing
- Copy Writing
- Email
- Website
- Journalism
- Adobe Creative Suite (4 years)
- Public Relations
- Proofreading
- Blogging
- WordPress
- Adobe InDesign
- Adobe Illustrator
- Digital Marketing
- Content Development
- Social Media Management
- Product demos
- Events management
- Google Suite
- Account management
- Adobe Photoshop
- Content Management
- Graphic Design
- Video Editing
- Email Marketing

## Additional Information

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### SKILLS

- Adobe Creative Suite, Microsoft Office, Salesforce and other CRM platforms