

ERICA DRAPER
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WORK EXPERIENCE:

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| Communications Manager Our Nightlife Worked closely with senior executives. Managed all aspects of social media such as Facebook, Instagram, and Twitter, managed all aspects of customer reviews on Yelp and Google. Answered phones, responded to emails, and worked chat support. Processed customer orders over the phone. Logged all customer service issues and leads and then followed up with customers to adequately resolve their needs. Maintained a current knowledge base of upcoming events. Identified high risk transactions to prevent fraud. Maintained refund database. Was in charge of designing and printing hard tickets for promoters. | September 2015- Present |
| Research/Personal Assistant University of Southern California, Los Angeles Principal Investigator: Demetrios Psihopaidas, PhD Sociology Maintained and developed research database. Identified and communicated with key informants in order to facilitate interviews with the principal investigator. Managed research schedule and progress. Contributed to the design of recruitment scripts and coding of interview transcripts. Also schedule meetings and handle all aspects of travel. | January 2015- Jan 2017 |
| Assistant Project Manager Gathers Strategies Reported directly to CEO of the company. Researched production firms, developed firm database, marketed and facilitated Business Mission to Los Angeles on behalf of Invest Ottawa, built brand awareness of Invest Ottawa's film, television, and digital media communities, built strategic partnerships with firms in the Greater Los Angeles region. | October 2014-Decemeber 2014 |
| Development Intern Zucker Productions, Los Angeles Read screenplays, pilots and books and provided written coverage. There was a heavy focus on researching all projects that were in development or being considered for development. Also performed general office duties. | September 2014 – November 2014 |
| Development Intern Palomar Pictures, Los Angeles Wrote coverage, general duties: answered phones, got lunch, made copies, put together scripts, updated management lists; managed receipts and idea sheets. | September 2012 – December 2012 |
| Customer Service Representative Hertz, San Diego & Los Angeles Responsible for overseeing operational functions of the branch and responsible for revenue growth through marketing and networking with local hotels, body shops and insurance companies. Helped develop and maintain healthy relationship with business partners. Handled complex customer service problems and requests as well as supervised, trained and delegated tasks to co-workers. Responsible for fleet and office management. | August 2008 – September 2012 |
| Customer Service Representative Maytag: Valley Oak Appliance Center, Elk Grove, CA Corresponded with part distributors to stock and return inventory in a warehouse environment. Implemented a new system of tracking inventory. Worked with a data entry program called Swift. Maintained parts and customer database. Worked on the sales floor and arranged service calls for customers. Performed general clerical duties. | February 2005 – August 2006 |

EDUCATION

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| California State University, Los Angeles , June 2014 Masters of Arts in Telecommunications and Film (Media Studies) |
| San Diego State University , June 2008 Bachelor of Arts in Public Relations with emphasis in Sociology |
| Cosumnes River College , June 2006 Associate of Arts in General Education with emphasis in Television Broadcast |
| SKILLS: Word, Excel, PowerPoint, Windows and OS X, Outlook, office management, inventory management, research, Zendesk, Olark |