**[Social Media Customer Service](https://www.postjobfree.com/resume/adzvu6/social-media-customer-hagerstown-md)**

**Location:**Hagerstown, MD

**Posted:**September 22, 2023

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**Resume:**

ANAN HUSSEIN

WORK HISTORY

Podcast Editor So She Slays 09/2021 - 03/2023

• Audio Production: Proficiently produced over 50 podcast episodes, ensuring a consistent release schedule on Spotify, which bolstered listener engagement and retention.

• Quality Assurance: Diligently ensured premium audio quality and consistency across all episodes, upholding a superior listening experience and receiving commendable feedback.

• Technical Proficiency: Leveraged advanced audio editing tools and software, ensuring episodes met professional standards and resonated with the target audience.

Video Package Producer 46LIVE 09/2020 - 02/2021

• Team Leadership: Successfully led and mentored a diverse team of over 20 members, assigning roles and crafting schedules to optimize talent utilization.

• Audience Engagement: Produced and refined video footage from live events, catering to a global viewership, and enhancing the brand's reach and resonance.

• Production and Editing: Leveraged cutting-edge tools and techniques to produce and edit footage, ensuring high-quality visual narratives that captivated viewers. Social Media & Marketing Intern #Qualified, The Book 03/2020 - 10/2020

• Book Promotion: Actively participated in the book's promotional stages, assisting in formulating content strategies and post designs under team guidance.

• Content Creation & Engagement: Supported Instagram content creation, contributing to an organic growth of 1,000 followers and deepening the brand's social media footprint.

• Community Management: Assisted in managing the Facebook community and collaborated with the team to enhance TikTok engagement, gaining hands-on experience with multi-platform audience interactions. Package & Crew Member 46LIVE 08/2019 - 09/2020

• Global Broadcasting Expertise: Proficiently operated JVC cameras to capture live video, achieving a remarkable reach across 75 countries in 2020, showcasing adaptability and technical acumen.

• Content Production: Skillfully filmed and edited video segments, transforming raw footage into cohesive packages tailored for live playback, elevating the broadcast quality.

• Direction & Coordination: Led on-air interview direction, effectively guiding hosts and guests to ensure fluid conversations and optimal audience engagement. Music Programming Intern SiriusXM 06/2020 - 08/2020

• Audio Editing: Mastered advanced audio editing techniques, skillfully implementing fades and precise digital marker placements to ensure a seamless auditory experience.

• Royalty Compliance Proficiency: Diligently inserted song metadata into the software, guaranteeing strict adherence to royalty regulations and safeguarding the station from potential legal discrepancies.

• Production Excellence: Played a pivotal role in show production, leveraging in- depth music knowledge to curate captivating content, enhancing listener engagement and retention.

Staff Writer College Magazine 10/2019 - 06/2020

• Content Creation: Authored compelling weekly articles under the guidance of diverse editors, utilizing tools like Slack and Trello for seamless communication and content coordination.

• Research: Executed thorough research and conducted insightful interviews, ensuring the content's accuracy, credibility, and alignment with the distinct brand voice.

• Digital Promotion: Leveraged platforms such as WordPress and Hootsuite to amplify content reach, integrating advanced SEO strategies to elevate online visibility and reader engagement.

Arts & News Department Member ComRadio 11/2019 - 05/2020

• Music Critique Expertise: Authored well-researched articles delivering insightful reviews of music singles and albums.

• Broadcast Contribution: Anchored for on-air newscasts, took charge as a co- producer, actively shaping one of the newscasts by assigning stories, and making crucial decisions to ensure a seamless and engaging broadcast.

• Skill Acquisition & Adaptation: Cultivated proficiency in Adobe Audition and embraced a distinct, critical writing style, showcasing continuous learning and adaptability within the art domain.

Hagerstown, 21740 MD

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PROFESSIONAL SUMMARY

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Dedicated Broadcast Journalism professional

boasting a robust background in media

production and content creation. With a proven

track record in leading teams to success, I bring

expertise in leveraging a diverse array of

software platforms to achieve optimal

outcomes. My commitment to excellence is

evident in my unwavering dedication to

producing high-calibre content, even under the

most pressing deadlines. An innovative thinker

with a keen eye for detail, I am eager to

contribute my skills and knowledge to a

dynamic media team. Passionate and diligent, I

strive to elevate every project with journalistic

integrity and technical prowess.

SKILLS

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• Software & Platforms: Microsoft Office

Suite, Google Workspace, Hootsuite,

WordPress, Canva, TweetDeck, Google

Ads, Google Analytics

• Adobe Creative Suite: Premiere Pro,

Audition, Photoshop, InDesign, Creative

Cloud

• Communication: Written Communication,

Public Speaking, Online Journalism,

Broadcast Journalism, Social Media, Radio,

Broadcasting, Digital Media, Copywriting,

News Writing, Teamwork

• Writing & Editing: Novels, Creative

Writing, Text Editing, Newsroom, Editing,

Photojournalism, News Writing

• Technical & Web: HTML, SEO, SaaS,

Content Management, Audio Recording,

Video Production, Video Editing, Camera

Operation, Troubleshooting

• Management & Organization: Project

Management, Customer Service,

Leadership, Brand Management,

Bookkeeping, Time Management, Research

Skills, Data Entry, Creative Problem

Solving

• Creative: Graphic Design, Photography,

Advertising, Music Programming

EDUCATION

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Bachelor of Arts, Broadcast Journalism, The

Pennsylvania State University - State College,

PA - 2022

CERTIFICATIONS

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• Google Ads Display Certification

• Google Ads Search Certification

• Hootsuite Platform Certification

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