**[Customer Service Social Media](https://www.postjobfree.com/resume/adz5ky/customer-service-social-queens-ny-11377)**

**Location:**Queens, NY, 11377

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**Resume:**

ISABEL MA

Flushing, NY (347)237-3631 / (516)567-9764 mahsininy@gmail.com

Summary

Motivated and performance driven individual with a history of bookkeeping, sales and marketing, and customer service with a B.A. in Accounting

Skills

Microsoft Office (Words, Excel, PowerPoint, Outlook)

Research skills and technical writing

Excellent written and verbal communication skills

Able to manage and implement social media campaigns

Customer service

Bilingual: English, Chinese

Education

City University of New York, Queens College: B.A. in Accounting

Employment

History Maximus – New York Medicaid Choice

Operations Support Coordinator /Dispatcher New York, NY (2020-2022)

• Conduct outreach to obtain pertinent consumer information and identify parties to receive notification of

impending assessment appointment

• Conduct timely outreach and meet productivity target related to scheduling assessment appointments with all appropriate individuals identified and document all outreach activities for tracking and reporting purposes

• Assist in coordinating last minute scheduling change to ensure assessment appointments are completed and quickly communicate updates to appropriate parties

• Provide administrative support to Operations Support Management Staff

D-Win Supply Inc.

Sales and Marketing Assistant Manager Long Island City, NY (2015 – 2018)

• Responsible for sales orders, accounts receivable and all other bookkeeping • Researched and developed marketing strategies, while coordinating promotional campaigns that included online, digital media and direct mailing • Translated documents from Chinese to English and maintained and updated the company's website • Assisted in sales manager with coordinating store operations, supporting sales team and communicating with customers and helping with their needs

E Trans Inc.

Accounting Staff Newark, NJ (2013 – /2015)

• Prepared and maintained all accounts receivable, while compiling invoices and checks

• Made contact with customers in order to settle delinquent accounts

• Performed clerical and accounting functions to support senior accountant

Voluntary

Experiences

New York Public Library: After school tutoring program

A Free Bird Organization: Internship helping children with cancer recovering through therapeutic arts