

# Kieran Henderson

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A results-driven professional seeking a challenging position that utilizes my skills and experience to drive growth and exceed goals.

## Work Experience

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### **Growth Manager**

Rejoicy (Techstars)  
November 2022 to Present

(5 months)

Utilized digital marketing strategies to increase brand awareness and drive customer acquisition. Analyzed customer data to develop targeted marketing campaigns, resulting in a 300% increase in shops created on our platform from the 2021 to 2022 year. Collaborated with Remote teams to develop and implement strategies & Product Changes.

### **Customer Success Manager**

Rejoicy (Techstars)  
October 2021 to November 2022

(1 year 2 months)

Managed 150+ business accounts, ensuring high levels of customer satisfaction and retention. Coordinated with internal teams to address customer inquiries and resolve issues. Provided training and support to customers on product features and functionality.

### **Video Coordinator**

Rejoicy (Techstars)  
September 2020 to October 2021

(1 year 2 months)

Produced and edited high-quality video content for online and offline channels. Collaborated with cross-functional teams to create engaging and effective marketing campaigns. Managed all aspects of video production, including scripting, filming, and post-production.

### **Master Control Operator**

Hearst Television  
August 2018 to August 2021

(3 years 1 month)

Managed live and recorded broadcasts, ensuring accuracy and adherence to strict guidelines. Monitored and adjusted audio and video signals to maintain high-quality transmissions. Troubleshoot and resolved technical issues in a fast-paced, deadline-driven environment.

### **Logistics Coordinator**

Luncher

January 2020 to September 2020

(9 months)

Managed and optimized daily delivery routes for a high-volume restaurant delivery service. Communicated effectively with drivers and restaurant partners to ensure timely and accurate deliveries. Utilized project management skills to drive process improvements and increase efficiency.

### **Driver**

Luncher

August 2019 to September 2020

(1 year 2 months)

Delivered food orders to customers in a timely and professional manner. Demonstrated strong customer service skills to ensure high levels of satisfaction. Maintained accurate records of orders and transactions.

## Education

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### **Bachelor's degree in Journalism, News and Information**

The University of Kansas - Lawrence, KS

January 2015 to December 2018

### **Associate in Arts (AA) in Mass Communications, Journalism**

Garden City Community College - Garden City, KS

January 2013 to December 2015

## Skills

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- Video Production
- Social Media Marketing
- Business-to- Business (B2B)
- E-Commerce
- Video
- Start-ups
- Video Editing
- Digital Marketing
- Marketing
- Strategic Communications
- Filming
- Post-production
- Social media management
- Adobe Creative Suite
- Adobe Premiere
- Journalism
- Blogging

- Content management
- Photography
- Branding
- Google Analytics
- Presentation skills
- Proofreading
- Content development

## Links

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[linkedin.com/in/kieran-henderson-464632160](https://www.linkedin.com/in/kieran-henderson-464632160)

## Certifications and Licenses

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### **Driver's License**