

SYDNEY LAING TUCKER

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PROFESSIONAL SUMMARY

Extremely well-organized professional with experience in social media management, customer service, and public speaking. Proven ability to manage large and small projects in a team environment. Prioritizes and manages multiple projects within specifications and established timeframes. Demonstrated the ability to collaborate and work with all levels of management, peers, and subordinates from diverse cultural backgrounds. Experienced in Microsoft Office and Google Suite of applications.

EDUCATION

University of Maryland (UMBC), Baltimore, MD (2021)
Bachelor of Arts in Sociology / Minor in Legal Policy - 3.4 GPA

Howard Community College, Columbia, MD (2018)
Associate's Degree in General Studies

Graduate of National Association of Pharmaceutical Sales Representatives's Pharmacology/Pharmaceutical Sales Training Program (2023)
Certificate: 700372023

ORGANIZATIONAL INVOLVEMENT

Columbia Community Care
Member of the National Association of Pharmaceutical Sales Representatives
IOTA Chapter of Alpha Kappa Delta
UMBC Mock Trial
UMBC Pre-Law Society
UMBC YDSA

PROFESSIONAL EXPERIENCE

USAA | INSURANCE STATUS CLAIMS | REMOTE

OCT 2022-

- Gain proficiency in VMware, Epiphany, Zendesk, OOBO, Citrix, MSRPortal, etc. software
- Handle confidential information between members, adjusters, and third parties
- Handle and solved all customer complaints and inquiries
- Help troubleshoot issues with the companies website and products
- Resolve 300+ weekly customer inquiries via chat, email and phone, consistently exceeding targets
- Achieve 97% average customer satisfaction ration to date, surpassing team goal by 12%

FONTENELLE ART | INTERN | Remote

Apr 2022 – Dec 2022

- Managed the instagram, twitter, facebook, tik tok, pinterest and linkedin account and create unique social media post and upload on a schedule through Hootsuite
- Developed policies, procedures, and guidelines related to content creation, algorithm, and graphic design. Such as: only posting reels instead of pictures for increased interaction, created a posting schedule for each social media site, created several unique post templates.
- Designed sketches for new products and create samples and product making using Photoshop, Adobe Lightroom, FaceTune, LensBuddy, and Snapedit
- Collaborated with the design team, creative projects, and marketing and outreach departments to develop ideas for new products based on research data
- Managed 2 separate accounts, one for general (classes and upcoming events) and the second for merchandise selling products, like clothes, bags, water bottles.
- Timely email and video meeting correspondence
- Drove sales volumes & anticipated client needs
- Collaborated with the IT team to set up and connect an online store through Square, Instagram, and Facebook
- Created and design monthly newsletter through mailchimp

- Tracked algorithm patterns as well as content trends
- Corresponded with incoming DM's about products and classes

COLUMBIA COMMUNITY CARE | Volunteer/Organizer | Columbia, MD

Nov 2019 – Feb 2022

- Informed the community on need-based donations on behalf of Columbia Care via social media mainly facebook and posters
- Managed a facebook group to keep track of volunteer shift and communicate with volunteer such (Collaborated with other volunteers to execute “volunteer appreciation” events)
- Set up and organized donations
- Informed the community on need-based donations on behalf of Columbia Care via social media and posters
- Created new guidelines and procedures for organizing donations and cutting down wait times
- Managed and updated the volunteer calendar

MDJRS SPORTS COMPLEX | Volleyball Coach | Jessup, MD

Oct 2018 - Jan 2022

- Lead and mentored over 10 young athletes in competitive volleyball
- Created and executed practice plans and schedules
- Coordinated player assessment and team lineups for tournaments
- Managed team building sessions to foster self-esteem and empowerment skills