

Eric Alpin

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Professional Profile

Versatile and motivated professional who is experienced working in a changing environment. Utilizes strong listening, oral, and written skills to interact with team members, management, and customers. Focused, confident, and detail-oriented self-starter in all projects. Maintains a professional demeanor while providing superior service. Skill set includes:

- Social Media Management
- Copy Editing
- Business Writing
- Microsoft PowerPoint
- Professional Blogging
- Leadership
- Microsoft Excel
- Organization and Management

Professional Accomplishments

Social Media Management

- Consistently created blog posts and other written documents about social media, marketing, and networking.
- Managed the Folk Media Twitter account, Facebook fan page and guest blogger acquisition and posting.
- Analyzed Google Analytics data in order to improve blog exposure, targeted marketing, and blog relevance.
- Maintained and developed an editorial calendar in order to maximize blog exposure and blogger development.

Problem Solving

- Created and adapted a series of Excel spreadsheets and Access databases to aide in tracking the status of service call quality assurance audits.
- Developed a series of walkthroughs for co-workers outlining step-by-step instructions for accomplishing difficult tasks.
- Worked with the Comcast leadership team and co-workers to brainstorm initiative and tasks to improve call center morale, management, and influence.

Leadership

- Completed the Future Leaders of Comcast training program.
- Trained new hire employees in troubleshooting, customer care, and metric achievement.
- Led and facilitated the service call quality assurance team, helping to net over \$400,000 worth of savings for the company to date.

Work History

Advanced Services Customer Account Executive

Comcast, Baltimore, MD

Associate Editor

Folk Media, LLC, Baltimore, MD

Education and Certifications

Bachelors Degree - Communication Studies/Minor in Homeland Security

University of Maryland University College, Adelphi, MD (September 2007-May 2010)

Relevant Courses: Technical Writing, Research Writing, Business Writing, Document Design, Graphic Design Concepts, Communication and Law, Communication and Mass Media, Intercultural Communication

Associates of Applied Science Degree - Information Technology Support

Community College of Baltimore County, Essex, MD (September 2004-May 2007)

Microsoft Office User Specialist (MOUS) Certifications

Word, Excel, and PowerPoint (May 2004)

Awards and Recognition

- Recipient of the Touchtone Achiever Award for Excellence in Customer Service.
- Recipient of the Problem Solver Core Role Award.
- Three-time recipient of the Communicator/Listener Core Role Award.
- Member of the Alpha Sigma Lambda and Lambda Pi Eta honor societies.