

HUNTER GRACE ANSORGE

BERKELEY, CA

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SKILLS

- Microsoft Office Suite (Word, Powerpoint, Excel)
- Adobe Premiere Pro, Illustrator, InDesign, Photoshop
- Salesforce/CRM
- JIRA
- Customer service
- Writing
- Database management
- Sales
- Data entry

FREELANCE WORK

VIDEO EDITOR & COPYWRITER

Epoch Construction
October 2020 - Present

EDUCATION

DEPAUL UNIVERSITY

BA DIGITAL CINEMA
GRADUATED 2018

UC BERKELEY EXTENSION

TECHNICAL WRITING CERTIFICATE
SEPTEMBER 2020 - PRESENT

EXPERIENCE

SITE OPERATIONS COORDINATOR (TEMP)

RAKUTEN REWARDS | NOVEMBER 2020 - PRESENT

- Use Salesforce and site administration tools to maintain an online shopping portal with listings for more than 2,500 merchants
- Interact with advertising partners to obtain creative assets and perform standard site maintenance
- Create and schedule advertising placements

AREA MANAGER

WILDERNESS TRAVEL | FEBRUARY 2019 - JUNE 2020

- Managed sales, trip logistics, and client services for 12 group travel itineraries across Europe, with 50-60 departures per year
- Responded to client inquiries via phone and email; acted as expert and first point of contact about trips
- Ensured written literature and web material were accurate and made changes to itineraries where necessary
- Set trip leader schedules and budgets for handled itineraries

CUSTOMER SUCCESS REPRESENTATIVE (CONTRACT)

SQUARE | AUGUST 2018 - FEBRUARY 2019

- Provided support to high-priority customers by phone and email for technical and merchant-services account inquiries
- Filed tickets in JIRA for bugs and maintained reliable communication
- Maintained top metrics in customer satisfaction, handle time, and quality

YOUTH PROGRAMS COORDINATOR

SAN FRANCISCO GREEN FILM FESTIVAL | JUNE - SEPTEMBER 2018

- Wrote and distributed outreach materials to attract students and educators to youth film screenings
- Tracked and managed ticket applications and program inquiries for 20+ schools with over 1400 scheduled and waitlisted individuals (goal of 200 attendees)
- Arranged transportation for attendees

FESTIVAL REGISTRAR ASSISTANT

CHICAGO INTERNATIONAL CHILDREN'S FILM FESTIVAL | AUGUST - DECEMBER 2017

- Assisted with filmmaker correspondence and ensured receipt of necessary files for screenings
- Formatted over 200 digital and physical film files for 2017 Chicago International Children's Film Festival
- Managed organization and running of a festival jury screening