

Eric Lafon

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Work Experience:

Peek.com

Salt Lake City, UT—Account Support/Customer Success (April 2016–Present)

- Provide technical support to users and clients
- Collaborate with sales, production and product/engineering to ensure partner success and product adoption
- Manage high profile accounts, build and maintain lasting relationships with clients, primary point of contact in post-onboarding process
- Consultative business support for vendors via incoming and outgoing emails and phone calls
- Spearhead all company social media outlets, including copywriting, research, and management

LAventura.us

Travel Blogger (August 2015–Present)

- Creator of travel blog and website www.LAventura.us
- Develop unique blogs with stories, original photographs, and tips for those traveling throughout South East Asia
- Utilize various social media platforms to promote blog posts and increase website traffic

AMN Healthcare

San Diego, CA—Travel Manager (April 2014–August 2015)

- Sourced and coordinated appropriate and cost-effective travel arrangements for Healthcare Professionals
- Customer service liaison of AMN Healthcare for internal and external customers
- Responsible for over one million dollars in annual flight and rental car bookings
- Collaborated with management and partners to increase operational efficiency and customer satisfaction

POTHOS Inc.

San Diego, CA—Corporate Travel Agent/Operations Manager (October 2012–April 2014)

- Managed all travel arrangements for corporate clients
- On-site travel support for off-site corporate meetings and events
- Tasked with updating and managing social media outlets and company blog

Nor Cal Premier Soccer

Rohnert Park, CA—Marketing Intern (August–December 2009)

Website Technical Support (March 2010–October 2013)

- Responded to customer website issues
- Researched and solicited ideas from clients to improve product features and enhancements
- Liaison between Nor Cal Premier Soccer and our third-party website developer

Education:

Sonoma State University—Rohnert Park, CA (2005–2009)

- Bachelor of Science in Business Administration, emphasis in marketing

Technical Skills:

Languages

- Fluent in English and Spanish
- Beginner level German

Software

- MS Office, iMovie, WordPress, Desk, Intercom, Salesforce, G Suite

Social Networking

- Facebook, Twitter, Instagram, Hootsuite, HubSpot

Other

- Photography, writing, web design, customer service, communication

Other activities and Interests:

- Two years professional soccer, Germany 2010–2012
- Member of the SSU Men's Soccer Team, Rohnert Park, CA 2005–2008 (All American 2008)
- Member of the SSU Marketing Club, Rohnert Park, CA 2005–2008
- Community Service Activities in Sonoma County
 - Assistant Soccer Coach at Sonoma Academy High School
 - Youth Soccer Camps

**References available upon request*