### Asia Nixon

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SKILLS

|  |  |
| --- | --- |
| * Microsoft Office Suite | * Quickbooks |
| * Kavi/Higher Logic Workspace | * Project Management |
| * Lyris/Mail Chimp | * Digital Content Creation |
| * Visnetics/Zendesk | * Social Media Marketing |

EXPERIENCE

**Global Inventures, a Smithbucklin Company** | San Ramon, CA

**Senior Project Coordinator** | July 2016- Present

* Manage membership services and retention for assigned clients, which include enrollment, helpdesk, database management, email reflector management, reporting, and licensing
* Provide full service financial support and bookkeeping in accordance with GAAP standards to assigned clients, which include monthly cash flow reports & board packages, A/R, A/P, annual budgets, and taxes
* Interface with high level Executives regarding processes, legalities, and the status of the organization
* Created and implemented the first official Business Office Support Training Program
* Created and implemented an Information Management Systems Organization Plan
* Spot Award Recipient March 2017, July 2017, February 2018, & April 2018- Excellence in work on various accounts above and beyond normal duties

**Shocase** | San Francisco, CA

**Member Services Coordinator** | March 2016- July 2016

* Responded to all customer queries via Zendesk, e-mail, phone, and chat
* Troubleshot technical issues on our site, social channels, and mobile app
* Owned customer issues and escalated to appropriate channels when needed
* Provided instruction and tutorials about our site to new and existing customers
* Represented the voice of our customers by interfacing and collaborating with other internal teams when appropriate

**Bowery Hotel** | New York, NY

**Lead Guest Service Agent/Concierge** | 2013- 2015

* Oversaw checks and balances of daily operational and financial procedures to ensure hotel efficiency was maximized
* Managed customer service, reservations, concierge, and general administrative support such as records maintenance, email correspondence, and phone coverage
  + - * Interfaced with VIP, celebrity, and well to do clients to ensure excellent service

**Lafayette House** | New York, NY

**Guest Service Agent/Concierge** | 2008- 2013

* Coordinated front desk by administering tasks that enhanced hotel operation and efficiency
* Managed customer service, reservations, concierge, and general administrative support such as filing, records maintenance, faxing, typing, and phone coverage
  + - * Interfaced with well to do clients to ensure excellent service

**Media MVMT** | Brooklyn, NY

**Marketing Assistant** | 2012- 2013

* Acted as a liaison between departments and organized meetings and travel
* Responsible for posting, updating, and maintaining news/press section of website and social media channels
* Coordinated press releases and media alerts

**The Madison Square Garden Company-Fuse Television** |New York, NY

**Production Assistant** | 2011

* Assisted the Multiplatform Department (Social Media/Mobile/Video On Demand) with

production shoots, video transcriptions, maintenance of media libraries, digital platform idea pitches, research, and third party content submission

**Starworks Group** | New York, NY

**Editorial/Public Relations Assistant** | 2008- 2009

* Assisted the Editorial Department with daily/weekly tasks such as cover/story idea pitches for clients, news updates, research, expense reports, and general administrative support
* Assisted the Public Relations Department with preparation of NY Fashion week

EDUCATION

**Full Sail University** | August 2011

**Master of Science in Entertainment Business** | GPA: 4.0

**Florida State University** | April 2006

**Bachelor of Science in Multinational Business Operations** | GPA: 3.115