

BRIA HAMILTON

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Professional Summary

Detail-oriented Content Creator with extensive knowledge of social media use and digital marketing. Committed to unique and aesthetically pleasing content with a talent for adapting to changing markets. Successful at posting frequently. Customer service and public speaking background.

Skills

- Traditional marketing
- Skilled multi-tasker
- Decision-making
- Collaborative
- Fast learner
- Photo editing and retouching
- Flexible schedule
- Social media
- Self-starter
- Highly organized
- Communication skills
- Guest relations
- Bar terminology expertise
- Upselling techniques
- High-volume dining

Work History

Content Creator, 06/2018 to Current

Instagram – Vacaville, California

- Develop original content through social listening and independent sources.
- Applied current editing and photography tools to tell great stories.
- Promote content on social networks and monitor engagement (e.g. comments and shares)
- Identify customers' needs and recommend new topics.
- Have working knowledge of all relevant social media platforms and have cultivated a social following of 100k+
- Provide storytelling opportunities for new product and seasonal launches.
- Work with marketing and managers to shape messaging and concepts

Waitress, 09/2016 to 11/2018

Outback Steakhouse – Vacaville, CA

- Described menu items, special offerings and appropriately identified wine pairings.
- Upsold specialty items, including wines and steak cuts to boost customer purchases.

- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Handled customer complaints with poise and grace, immediately resolving issues by contacting the manager on shift if necessary.
- Trained incoming staff regarding restaurant's practices, culture and procedures.
- Scheduled reservations and managed seating arrangements for large parties

Waitress, 09/2014 to 09/2016

Marys Pizza Shack – Vacaville, United States

- Ensured customer satisfaction by responding quickly to orders and entertainment requests.
- Assisted in cashiering and Point of Sale (POS) system procedures during busy hours.
- Performed opening, closing and shift change duties accurately to keep restaurant working smoothly and ready to meet all customer needs.
- Collected credit card, cash and gift certificate payments from customers and made proper change for cash transactions.
- Trained incoming staff regarding restaurant's practices, culture and procedures.
- Resolved guest complaints quickly and efficiently.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Maintained strong reputation of efficiency and accuracy, earning numerous recommendations from satisfied customers.

Education

Associates of Arts: Communication Studies, 2017

Solano Community College - Fairfield, CA

Affiliations

- Member, MTV, Viacom Productions, 2018 to Current