




NAISHA CIMAN

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 Miami, FL

PROFILE

I am a highly passionate, inquisitive and collaborative content creator that works well with a team or individually. I'm looking to learn new skills, further my knowledge and grow within the digital marketing and communications field.

SKILLS

- Bilingual Spanish
- Basic PowerPoint knowl-
edge
- Basic Word knowledge
- Data Entry
- Time management
- Creative
- Responsible
- Written and verbal commu-
nication
- Detail oriented
- Problem solving
- Ability to multitask
- Customer service

EXPERIENCE

Content Creator

[Liquid Digital Agency | Jun 2019- Dec 2021.](#)

- Provided quantifiable results that showed impressions and reach increments on a monthly basis for brand campaigns.
- Adapted solutions for unexpected campaign challenges.
- Collaborated and kept a direct line of communication with the brand executive, insights department, production and design team throughout the company.
- Researched each brand's do's and don'ts to implement solutions within monthly content guides.
- Attended industry training and applied that knowledge to each brand accordingly.

Ice cream | Coffee Hostess

[Stew Leonard's East Meadow | Aug 2017-Jul 2018.](#)

- Adhered to all health, sanitation and safety regulations.
- Sold new products and advertised upcoming brand products.
- Contributed to a cheerful work environment for customers and coworkers.
- Selected, packaged, and priced products to be sold in the store and prepared customer orders if needed.

Customer Service Representative for Wells Fargo

[Vimenca | Feb 2014-Jul 2017.](#)

- Supported the team in providing satisfactory resolutions to customer concerns.
- Provided feedback to 50+ new hires on their performance during calls.
- Received information on updated policies and trained our customer service agents on said policies.
- Maintained a log with agent signatures after each training and updated a shared file that several team leaders could also access.
- Provided accurate, satisfactory answers to customer queries and concerns over the phone.
- Collaborated with relationship managers on solutions to improve overall customer satisfaction.

EDUCATION

Bachelor's Degree

Advertising
UNAPEC
Santo Domingo, Dominican Republic
2011-2017