

Sue Giplaye

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suegiplayewrites.com

PROFESSIONAL SUMMARY

Determined career changer with over 3 years of experience interfacing with customers and a proven track record of customer satisfaction. Highly skilled at data analysis to generate measurable repeat business. Currently enrolled in sales training from Victory Lap with training in data-based decisions, sales funnels, and research skills. Committed to achieving results through sales sequencing and growing as a top performer.

SKILLS

Expert: Leadership, Marketing, Business Writing

Advanced: Customer Service, Sales, Communication

Intermediate: Negotiation, Persuasion, People Management

EXPERIENCE

Freelance Writer, Sue Giplaye Writes

2013 to Present

- CEO of African Beauty and Braids blog, which has all-time views of over 10,000 to date
- Since launching my writing business, my sales tactics have landed me at least 100 major writing projects
- Responsible for SEO and content marketing strategies, blogging projects in WordPress
- Efficient in copywriting, creative writing and utilizing Microsoft Word

Customer Service Representative, Mixed Staffing & Recruiting

2020 to Present

- Provided excellent customer service and soft skills while conducting surveys
- Presented online surveys to householders and managed to complete a substantial number of surveys every shift
- Received perfect attendance bonus several months in a row from local temp agency
- Experienced at creating customized cold calling scripts

EDUCATION

Bachelor of Arts, Business Management

September 2021 to Present

Penn Foster College

Diploma, Digital Marketing

August 2020 to Present

Somerville Academy

Certificate, Technology Sales

September 2021 to October 2021

Victory Lap

AWARDS/RECOGNITIONS/VOLUNTEER WORK

- Became an International Best-selling Author on Amazon ***August 2021***
- Completed 5 Acadium digital marketing apprenticeships ***October 2019 - July 2020***