Elizabeth Angell

(910) 859-5099 • elizabeth@eangellwriter.com

Experience

OCTOBER 2024 – PRESENT

Administrative Assistant | Alight Marketing Agency | Irvine, KY

- Assist with project management including assigning tasks, following up on deadlines, gathering information, and more
- Communicate with clients about new and on-going projects
- Assist with developing SOPs for the company
- Developed a new task management system and converted company from ClickUp to Notion
- Wrote website copy for various clients including artists, paranormal investigations, small businesses
- Assist CEO with email management, schedule management, workload balance, and more

OCTOBER 2020 – PRESENT

Content Writer | Freelance

- Ghostwrote long-form blog posts for adult entertainment businesses
- Wrote website copy for brand new website for artisan business
- SEO research and integration of keywords to help boost visibility in search engines
- Wrote blog posts for relationship website with SEO tailoring
- Used WordPress to manage websites including modifying themes, managing pages, and installing plug-ins
- Used Canva to create social media graphics for Instagram and Twitter
- Used Google Analytics, Yoast, and other SEO tools to improve SEO in blog posts

JULY 2023 – MARCH 2024

Membership Sales Specialist | AAA | Lexington, KY

- Developed in-depth knowledge of membership benefits and types
- Answer phone calls about memberships, complaints, and general customer service questions
- Made phone calls to discuss membership upgrades and check-ups to ensure satisfaction
- Greeted and assisted members with various issues including membership billing, renewal, merchandise purchases, domestic travel, and more
- Worked with other departments to ensure care for all members in travel, insurance, and membership
- Worked with ConnectSuite database, Gensys online phone systems, Microsoft Outlook, Windows 11

Skills

Kentucky Notary • ConnectSuite • Microsoft Word • Microsoft Outlook • Notion • SEO tools • WordPress • Canva

Education

EXPECTED GRADUATION DATE – MAY 2027

BA Information Communication Technology | University of Kentucky | Lexington, KY

MAY 2021

BA Creative Writing and English w/conc in Fiction Writing | Southern New Hampshire University | Online