

AKILAH STROMAN

stroman.akilah@gmail.com | C: 215-327-8122
Philadelphia, PA 19141

OBJECTIVE

Seeking a full-time position in the field of communications, customer service, and/or content writing.

EDUCATION

The University of The Arts - Philadelphia, PA *12/2021*

Bachelor of Arts: Creative Writing

GPA: 3.29

Received (Creative Writing Scholarship for Promise in Fiction)

SKILLS

- Customer Service
- Answering Phone Calls
- Organization
- WordPress
- Search Engine Optimization (SEO)
- Proficient in Microsoft Office 360

WORK HISTORY

Content Writer | Penji - Philadelphia, PA *02/2022 - Present*

- Discussed article content with other writers and editors on a daily basis.
- Wrote and edited articles for Penji's learning center.
- Wrote and edited articles for Owner's Magazine
- Proofread coworkers' articles and gave them productive critiques.
- Managed SEO on WordPress

Social Content / Blog Writer Summer Internship | Buddha Babe - Philadelphia, PA
06/2021 - 08/2021

- Interacted with customers by phone, email, or in person to provide information.
- Wrote and edited professional-level documents for the website
- Developed social media strategy templates for Twitter, Instagram, and Facebook.
Contributed to content creation for the company website.

Remote Writing Intern | Glitter Magazine - Irvine, CA *01/2021 - 05/2021*

- Duties included (short but punchy) writing + editing entertainment and journalism duties daily, including political, fashion, beauty, and celebrity news reporting.
- Utilized exceptional writing, editing, and proofreading skills to produce engaging and error-free content.
- Wrote and proofread over 20 blog and social media posts, website copy, and articles per month.
- Marketed services through social media platforms and advertising services that increased traffic to the magazine.

Administrative Assistant Intern | Behavioral Health Solutions - Elkins Park, PA 06/2019 - 08/2019

- Managed over 40 customer calls per day.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Supported efficient meetings by organizing spaces and materials, documenting discussions, and distributing meeting notes.

Summer Intern Assistant | Janell Wysock Designs- Philadelphia, PA 07/2017 - 08/2017

- Managed projects according to the timeline and seasonal changes
- Tracked current and emerging fashion and consumer trends, Recommending fresh styling ideas to fashion designer
- Created new fabric and finish, print and pattern, and trim and expression standards for multiple brands

Summer Intern Assistant | Riverview Homes- Philadelphia, PA 07/2016 - 08/2016

- Answered patient calls for care and feeding.
- Maintained cleanliness and presentation of the stock room.
- Recommended, selected, and helped locate and obtain out-of-stock products based on supervisor requests. Recommended alternative items if the product was out of stock.
- Managed customer calls effectively and efficiently in a complex, fast-paced, and challenging call center environment.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy, and resolving problems on the spot.
- Greeted customers entering the Home to ascertain what each customer wanted or needed.
- Answered an average of 6 calls per day by addressing customer inquiries, and solving problems.

Receptionist/Assistant | Muse Hair Studio- Glenside, PA 01/2015 - 01/2016

- Answered numerous phone calls per day.
- Managed and scheduled appointments for customers.
- Greeted each customer at the front desk, making them feel safe and welcomed.
- Managed finances and completed transactions.

