

## Work experience

**Customer Service Shift Supervisor/Trainer** 10/2013 – present  
Minted, Oakland/San Francisco, United States

- Training staff to deliver a high level of service focusing on customer experience.
- Addressing customers' escalations and finding an optimal solution.
- Processing exchanges, refunds, schedule changes and order corrections.
- Supervising and training for peak ramp.
- Supervising, on-boarding and training offshore and out-of-state teams.
- Creating training content, specifically audio and video.
- Effectively documenting complex issues, accurately maintaining technical records to increase operational success and updating policies.
- Performing a wide variety of managerial functions to ensure a smooth-running production floor.

**Video Editor/Voice Actor** 03/2009 – present  
Martian Productions, San Francisco/Oakland, United States

- Assistant editor on short films, marketing/promotional media and music videos.
- Delivering edited clips to clients and making updates based on client feedback.
- Editing auditions and demo reels.
- Staff training and supervision.
- Writing and producing voice content for Web, TV, Radio and other media.
- Working directly with clients to ensure complete satisfaction from rough cut to final cut.

**General Manager** 10/2005 – 09/2011  
The UPS Store - JING Store, Inc., San Francisco, United States

- Assisted in all decision making regarding customer experience, marketing and company growth.
- Conducted meetings with Sales and Operations Managers to ensure the store was staying on task and meeting goals.
- Contributed to business development.
- Created and implemented training/safety manual and procedures for all staff.
- Created and managed database for customers and claims.
- Created print and web media including, but not limited to, the company website, telephone book ads, salesperson pitch book, fliers, handouts, post cards and follow-up customer satisfaction documents.
- Developed sales incentive programs to focus staff on achieving goals.
- Developed marketing strategies and implemented advertising/promotional campaigns to increase business opportunities.
- Managed the hiring process, assignments, staff training, motivation and termination of personnel.
- Hired and trained new employees for peak ramp.

# Mark Shannon



## Personal info

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## Skills

### Business Software

Salesforce ●●●●●●  
Zoho CRM Suite ●●●●●●  
Freshworks CRM Suite ●●●●●●  
Zendesk ●●●●●●

### Adobe Creative Software

Premiere Pro ●●●●●●  
Audition ●●●●●●  
Illustrator ●●●●●●  
Media Encoder ●●●●●●  
After Effects ●●●●●●

## Social Media



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