



NATHANIA HARRISON

ASPIRING MARKETER

"From technical support and troubleshooting to creativity and digital marketing; for the past 5 years, I have delivered service to thousands of customers in a friendly, efficient, and approachable manner. In recognition of my skills, I was a part of the undergraduate high achievers' club and committed to my personal development. I am a self-taught social media manager, photo editor and video designer. I am eager to learn, have high determination and passion for kickstarting a successful career in marketing."

CONTACT INFO

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- 🌐 Portfolio: nathaniakyra4.wixsite.com/portfolio

EDUCATION

University of Roehampton (2017-2020)

Marketing (BSC): 1st class, member of 'High Achievers Club'.

Key Modules:

- Digital Marketing
- Service Marketing
- Brand Marketing
- Principles of Marketing and Communications in a Digital World
- Analysing Information and Data for Problem Solving

Step Forward Apprenticeship (2016-2017)

Level 3 qualification in Business Administration and functional skills + full time work (Kano)

Bishop Thomas Grant (2009-2016)

A-Levels: Media Studies, Sociology and Economics (BBD)

GCSE: 8 GCSEs, grade A-C, including Maths and English + 2 Distinction*

EXPERIENCE

Digital Minister (aka Marketing Officer)

ICC Missions/London International Church of Christ | September 2020 - present

- Experimented with Google & Facebook Ads to promote Easter and monthly church services.
- Website creation (thelondonchurch.org)
- Social media management and content creator (@londondisciples)
- Responding to daily enquires via email that comes from the website

Social Media Coordinator, Philadelphia, USA

Hope for Kids | May 2019 - August 2019

- Shot, designed and created daily appealing Instagram stories and posts.
- Witnessed the Instagram follower count rise 200+ under my guidance with high an engagement rate,
- Daily liaising and mingling with all stakeholders at the camp including children, camp directors, staff and parents to achieve content catered to them.

Customer Care Agent

Kano Computing (September 2016 – September 2017/ December 2018 - March 2019)

- Provided customer service to thousands of customers via Zendesk email and occasional telephone calls.
- Conducted problem solving and troubleshooting customers' technical and common issues with their products.
- Delivered administrative tasks such as packing and shipping products using royal mail's online shipping service.

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ADDITIONAL EXPERIENCE

Waiter/Cloakroom Staff

The Hospitality Company, London UK
(November 2017- March 2018)

- Worked as a waiter and cloakroom staff for many shifts.
- Took part in training which enabled me to be proficient in these areas.
- Delivered prompt, friendly and efficient service at all times.
- Provided a warm welcome and interacted with customers with from diverse backgrounds.

Senior Mentor

NCS: The Challenge | July 2018 - August 2018

- Pastorally caring and supporting a team of up to 13 young people to complete all phases of the NCS Programme.
- Working alongside and building relationships with colleagues to empower the young people in the team and to make sure that they were engaged and fully participating in all activities, aiding them to develop a range of new skills, including leadership, communication and organisational skills.
- Facilitated and delivered curriculum sessions to the team in an engaging and inspiring way.

SKILLS

Social media	<div><div></div><div></div><div></div><div></div><div></div></div>
	Advanced
Customer service	<div><div></div><div></div><div></div><div></div><div></div></div>
	Advanced
Canva	<div><div></div><div></div><div></div><div></div><div></div></div>
	Advanced
Videography & Editing	<div><div></div><div></div><div></div><div></div><div></div></div>
	Intermediate
Paid Media (Google & Facebook Ads)	<div><div></div><div></div><div></div><div></div><div></div></div>
	Beginner/ Intermediate
Google Analytics	<div><div></div><div></div><div></div><div></div><div></div></div>
	Beginner
Photoshop	<div><div></div><div></div><div></div><div></div><div></div></div>
	Beginner

With aims to develop and improve in these skills.

BEHAVIOURAL COMPETENCIES

MY INTERESTS

- **Volunteering** in the community: mentoring teens on a weekly basis
- **Music**/concerts, and learning to play the guitar
- **Socialising with friends**
- **Travelling**

REFERENCES

Upon request

- **Creativity:** Self-taught in Adobe After Effects, Premiere and Photoshop creations (see portfolio: nathaniakyra4.wixsite.com/portfolio)
- **Good verbal and written communication skills:** Self-sufficiently set up and led (with guest speakers) an international Instagram workshop (via zoom) for social media managers - over 100 people in attendance.
- **Organisation Skills:** As a former member of my university's High Achiever Club, I maintained good grades whilst balancing university work with extra-curricular activities and weekly volunteering.
- **Adaptability:** Completed my final semester (incl. dissertation) on my bed during the first lockdown. Achieve 1st class in all modules that semester.