





EVELINE BANKS

SENIOR BRAND AMBASSADOR

CONTACT

e.banks@email.com 
(123) 456-7890 
Brooklyn, NY 
[LinkedIn](#) 

EDUCATION

Bachelor of Arts
Communication
University of Pittsburgh
2013 - 2017
Pittsburgh, PA

WORK EXPERIENCE

Brand Ambassador

System Pavers

Jan 2019 - current / New York, NY

- Represented the brand at 3 major trade shows, leading to scheduling more than 200 free estimates with homeowners
- Discovered the pain points of prospective customers, and effectively communicated home improvement solutions to resolve those pain points
- Helped organize local community events for homeowners to **increase brand awareness and drive business up by 8%**
- Traveled 10% of the year to introduce services to potential communities, bringing in \$80k+ in business
- Partnered with social media and marketing team to launch new services and advertise deep discounts
- Initiated "Customer Appreciation Month," **reducing customer loss by 18% in 2021**
- Emailed, texted, and mailed samples upon request

Brand Ambassador

Main Event Entertainment

Apr 2017 - Jan 2019 / Washington D.C.

- Managed the guest experience from end-to-end through **charismatic and friendly communication, achieving a 96% customer satisfaction rate**
- Provided recommendations to guests from activities to food options by anticipating and understanding their needs
- Recognized as **Top Brand Ambassador in 2018 for attention to detail and going above and beyond** for guests
- Served as the main point of contact for guests, and communicated with 120+ guests daily

SKILLS

- Social Media (Instagram, Twitter, Facebook, TikTok)
- Customer Support
- Relationship Building
- Customer Relations
- Microsoft Office (Excel, PowerPoint, Outlook)
- Digital Marketing
- Community Building