

To Whom it May Concern,

In my last position I was the Operations manager for Demand.io, an e-commerce ecosystem, whose mission is to help e-commerce brands scale by creating innovative technologies, platforms, and user experiences that drive consumer interest and transactions. My role here was to support across all the various sites to help the team reach its goals. I was the lead tester for a new promo code site ([SimplyCodes](#)), where I reported bugs and gave feedback on how to improve it for consumers. As well, I was the lead user for the consumer reviews site ([Knoji](#)), writing high quality reviews and answers to set the example for the community. In addition, I handled outreach for the influencer marketplace site ([Dealspotr](#)), sending email blasts daily to merchants and influencers to get them set up on site. I was also, the lead support agent across all sites, responding to users questions and relaying feedback and issues to the bugs and development teams. Finally, as Operations Manager I handled any task that was asked for or needed by other members of the team to help the company's growth.

My previous two positions were as the Community Manager for the mobile app Valevo and as the Social Media Coordinator for the nationally syndicated talk show, The T.D. Jakes Show. In those positions, my main role was to be the voice of the brand across all social media, by creating and posting content. In addition, I created and monitored ads across various Social Media platforms (Facebook, Instagram, Twitter and Google). As well, I was the main support, responding to messages and providing support to consumers. Finally, I created weekly analytics reports to show the growth of the brand on social media and to highlight posts that were trending so that we could focus on those types of posts moving forward.

In addition to these responsibilities, I previously worked in Television news in the role of director and have years of experience in production, video editing and creating graphics.

I believe some of my biggest assets are:

- Ability to adapt and learn new skills and add to my skill set quickly.
- Working well with others in a team environment and helping to ensure that we all do our best to succeed as a team.
- Ability to talk and deal with various types of personalities so that we can have a great working relationship and both achieve the goals of our campaigns.
- Friendly and open demeanor, which allows me to be a great leader and someone that people can trust.

I look forward to hearing from you, and hope that we can set up an interview to discuss your needs and my qualifications further.

Sincerely,

Nicholas Chin