





Joana Filipa Simoes

Customer Operations/Community Management

CONTACT

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SKILLS

// PROFESSIONAL

Writing
Team Leadership
Project Management
Photography
Content Creation
Customer Support
SQL querying
Creativity
Community Management
Digital Marketing Strategy
Video Editing

// TECHNICAL

Zendesk
Intercom
Jira
Periscope
Loom
Microsoft Office
Photoshop
Asana & Trello

SUMMARY

Over 10 Years of Digital Marketing/Community Management/Customer Support experience. Out of the box creative problem solver, capable of meeting deadlines under pressure, and can work in a team or alone. Detail oriented with exceptional communication skills (Verbal/Written). Love learning how users interact with products and helping them optimize their experience.

EXPERIENCE

Customer Operations Associate

March 2021 - July 2022

Zenput, Remote

- Assisting restaurant, retail, and multi-unit operators with technical issues related to the Zenput app via chat, email, and phone channels.
- Bug tracking and reporting, communicating with QA, Engineering and Customer Success until resolution.
- Hardware troubleshooting, including mobile devices, bluetooth Zebra printers, and four different brands of temperature monitoring sensors.

Digital Marketing Freelancer

2013 - 2021

Self Employed, Remote

- Worked as a social media manager, community manager, content manager, and freelance writer for a number of different clients and industries both big and small.
- Wrote over 150 blog posts and articles to help with lead generation and drive web traffic to company websites
- Helped manage social media accounts across different digital channels
- Strong analytical and research skills.
- Customer support/ Community management

Community Management Intern

January 2017 - July 2017

Fluffy Fairy Games, Karlsruhe, Germany

- Helped with Social Media Strategy and Community Management
- Developed social media strategy that helped them grow their following. They went from a few thousand followers to over a million in a short time. Exhibited a rich expertise with growing engagement on digital platforms like Facebook, Instagram, and Twitter.
- Handled a high volume of messages from the players of the game Idle Miner Tycoon
- Conducted weekly reports on KPIs

// Languages

English: Native

Portuguese: Fluent

Spanish: Intermediate

German: Beginner

EDUCATION

Bachelor's Degree - Marketing

Ashworth College

2018

ACHIEVEMENTS

Strasbourg Short Story Competition 2017

Short story was published in an
Anthology

Interests

Music

Writing

Literature

Formula 1 Racing

Photography

Video Games

Cooking

Concerts

Cars

EXPERIENCE continued

Community Manager

April 2008 - August 2013

Swedish Metal Band: IN FLAMES, remote

- Started out as a forum moderator and quickly moved up to Community Manager.
- Managed a street team with people from over 35 countries
- Managed all social media channels and all content creation
- Responsible for handling giveaways and meet & greets
- Managed an online community of over one million fans

Marketing Coordinator

March 2011 - May 2012

Gauer Metal Products, New Jersey, USA

- Created and delivered key elements for the company's marketing strategies and assisted with administrative work.
- Planned the logistics and setup for conventions and other events.
- Helped redesign the business logo
- Managed all day to day marketing tasks including updating quarterly materials, print coordination, and email marketing.
- Prepared powerpoint presentations, handled a high volume of emails and calls.

References

Upon Request