

DYLAN TOMS

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EDUCATION

The Ohio State University

Bachelor of Science in Business Administration
B.S. Marketing

2017
Columbus, Ohio

EXPERIENCE

FST Logistics

2017 - Present
Columbus, Ohio

Customer Service Representative

- Completed daily and weekly reports for customers under tight deadlines while ensuring accuracy
- Communicated among departments to gather and maintain accurate logistics data for customers
- Helped management identify customer-facing logistic issues and collaborated in problem solving

Bark & Co.

2016 - 2017
Columbus, Ohio

Happy Ambassador (Customer Service Representative)

- Quickly addressed customer needs over phone, email, and chat, while ensuring a positive customer experience
- Maintained average customer satisfaction rating of >95% across all channels
- Assisted management and team members by helping to identify current trends in customer needs

AMC Theatres

2013 - 2016
Columbus, Ohio

Supervisor

- Assisted in the management of a 300,000 guest/yr theatre, ensuring timely and friendly service at all times
- Delegated responsibilities among team members evenly to maintain service levels as well as team morale
- Tracked company and theatre specific performance statistics to identify key areas for improvement

CERTIFICATIONS

Google

AdWords Search
AdWords Display
Analytics

HubSpot

Inbound Marketing
Email Marketing

Bing

Bing Ads Accreditation

SKILLS

Microsoft Office Suite

Adobe CC

- PhotoShop
- Illustrator
- Premiere

Front-End Development

- HTML, CSS, jQuery, Bootstrap 4

Back-End Development

- mySQL, PHP

PERSONALITY

Self-starter

Desire to learn

Deadline oriented

Excellent multitasking abilities

Able to smile through stress

Team player