

IAN BRISSON
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Education

Keene State College, Keene, NH; BA, Communication *Graduated Cum Laude May 2010*

E-Marketing/Technical Skills

Microsoft Excel, Publisher; Facebook, Twitter, Tumblr, Wordpress; Adobe Photoshop

Experience

Life is good, Wholesale Customer Care Specialist, Sept. 2012 – Present

- Primary contact for national in-field sales representatives providing order resolution and running sales reports using SAP's BI and BO programs
- Promoting products to wholesale clients nationwide via e-mail and phone
- Troubleshooting and assisting customers who use our B2B website
- Interacting with thousands of customers on the Company's Facebook page promoting marketing initiatives and maintaining brand messaging

KCM Consulting, Campaign Management Consultant, July 2012 – September 2012

- Ran day to day operations for a high profile State Senate race
- Maintained the candidate's daily calendar, scheduled and planned campaign events, recruited and managed volunteers, and managed her fundraising efforts (\$40k raised in a shortened window)
- Coordinated four fundraisers with hundreds of guests, maintained media message and presence, elicited numerous endorsements on the state and national level

Manchester, NH School District, Substitute Teacher December 2008 – June 2012

- Used time management, public speaking, and communication skills in managing 20-30 young students' personalities and learning styles.
- Worked with English Language Learners to increase language proficiency

United HealthCare – Oxford Division, Benefits & Claims Specialist October 2010 – Oct. 2011

- Used communication skills to solve customer benefit and claim issues for frequently irate customers.
- Served in the Company's Communications Improvement Committee that implemented an overhauling and streamlining of intra- and inter-office communication

Scotts MiracleGro, Sales Merchandiser/Product Counselor April 2009 - August 2010

- Organized product education and counseling for customers at retail locations
- Facilitated customer engagement with new or high-margin product

Keene State College, Alumni Relations/Development Intern February 2009 – May 2010

- Used Social Media and e-mail marketing to promote the interests of the College
- Organized student and alumni engagement activities
- Helped to raise funds exceeding \$1.5 million and increase awareness for the College's new Alumni Center