

AMY R. HOFFMAN

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Skills Summary

Professional customer service and writing background, active listener and engaging communicator. Thorough knowledge of web design and development, Microsoft Office, Adobe Suite, final draft scriptwriting, Twine software, and self-publication.

Education

Full Sail University-BFA Creative Writing for Entertainment- Jun 2019

- GPA 3.6
- Professional Online Writing Portfolio-<https://mimivaleria11029.wixsite.com/amyrhoffman>
- Communication, creative writing in a variety of formats and software types
- Self-branding/Publishing

Experience

DialAmerica

Customer Service/Sales Representative-May 2019-Current

Responsibilities include:

- ability to navigate and utilize multiple computer systems efficiently while on the phone
- being able to communicate effectively regarding customer issues/sales
- skillfully and professionally resolve and assist customers in resolving conflicts and making decisions

Agility Marketing

Customer Service Representative-Feb 2018-April 2019

Responsibilities include:

- ability to navigate and utilize multiple computer systems efficiently while on the phone
- being able to communicate effectively regarding customer issues and account information over the phone
- skillfully and professionally resolve and assist customers in resolving conflicts and making decisions

Author/Freelance Writer/Consultant

Author/Freelance Writer/Consultant -Current

Responsibilities include:

- developing and maintaining professional online portfolio
- understanding various types of creative writing formats/software
- meeting deadlines
- hosting a creative writing group-Oct 2017-Dec 2018
- reviewing/ advising colleague work
- working/writing/communicating as a team
- self-publishing a collection of short stories-
<https://www.smashwords.com/books/view/806984>
- Consulting on various types of writing projects as needed