

Isabel C Andrade

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Key Competencies

•5 + yrs. Creative Production • 2+ yrs. Commercial Sales • Digital Editing, Adobe Suite • Microsoft Office • Data Analysis • Program Budgeting• Project Management• TV and Film Set Experience • Photography • Lighting • Digital Editing Media Knowledge • Social Media Management • Sprout Social

PROFESSIONAL EXPERIENCE

NIKE (Beaverton, Oregon)

Bilingual Nike Expert on Demand | Commercial Sales

October 2022 - September 2023

- Answer in-coming chats from Consumers and proactively sell products based on knowing the specific needs of the customer, offering suitable alternatives when the product is not available.
- Drive the relationship with the customer through constant communication maintaining a proactive approach.
- Maintain kpi's for coverage and service.
- Communicate professionally, with Consumers, Operations Management, Sales Management and Sales Representatives through effective verbal and written communication.
- Drive the relationship with internal stakeholders: Sales, Credit, Business Units, and Distribution Centers as needed.
- Ensure accurate and timely delivery of products to accounts.
- Handle all aspects of returns and claims interfacing with the customer and all internal stakeholders.

JIMMY CHOO

Stock Management | E-commerce Order Processing

August 2021 - October 2022

- Communicate with the east coast North America to fulfill clients orders through all sales channels and Ecommerce
- Confirm Inbound transfer and perform stock consolidation depending on demand from the buying team
- Lead inventory and provide support to other team members whilst counting
- Keep sales floor and stockroom neat and organized
- Adjust and re-organize shoe back stock on an on-going basis
- Execute all shipping, receiving and assist in inventory protocols and policies
- Demonstrate flexibility and perform stock tasks with speed and excellence
- Consistently support selling team with business needs while prioritizing the customer experience
- Ship customer goods, repairs and complete damages in timely manner

NBC CHICAGO MED

Season 7 Grip Crew

July 2020 - June 2021

- Organized and prepared all lighting support equipment for stage and location sights
- Organized and Collaborated effort to maximize live set lighting by effectively maintaining the shooting schedule
- Organized and restocked the Grip Office
- Maintained and monitored rental equipment
- Managed equipment count and recorded and reported to Best Boy
- Communicated with the Grip Crew effectively to provide support with running any equipment needed
- Learned management systems to help organize day players when best boy or company grips are not in reach
- Collaborated with other departments on the film crew create a more efficient film process

Education and Certification

Cinecares Studio NBC MIP

Internship Completion Certification

January 2021

Sprout Social

March 2014

