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KELLY TORRES

BRAND AMBASSADOR, WAREHOUSE MANAGER



PROFESSIONAL SUMMARY

Brand Ambassador and Warehouse Manager with 6 years of experience in enhancing brand visibility and operational efficiency. Skilled in strategic engagement, event management, and social media marketing, with a proven track record of improving customer satisfaction through effective communication and logistics management. Passionate about leveraging leadership and mixology skills to drive brand success and foster positive customer relationships.

EMPLOYMENT HISTORY

JAN 2021 - PRESENT

Brand Ambassador, Allie Katz, S&B Promotions, Push Agency, Trade Lions, PSterns, Zena Agency, MKTG, OneStar Events, North Charleston

- Engage customers with samples, boosting brand visibility and customer interaction.
- Relay customer feedback to refine products and enhance satisfaction.
- Oversee inventory and logistics, ensuring accurate stock and timely event setups.
- Collaborate with team to maintain smooth operations and effective communication.
- Capture promotional photos, aiding in marketing and brand promotion.
- Engaged customers through interactive sampling, significantly increasing brand visibility and fostering lasting connections.

MAY 2020 - AUG 2023

Customer Service/Social Media Specialist, Alorica (A Division of Proctor & Gamble Beauty)

- Tasked with addressing inquiries and concerns from product consumers through various channels, including phone, email, and social media platforms.
- Acted as the primary contact for all social media inquiries, which involved responding to product ratings and reviews, as well as engaging with comments across our social media platforms (Facebook, Twitter, and Instagram).
- Recorded any medical reactions or follow-up information to relay to the relevant team members.

MAY 2022 - 2023

Lead Bartender, Mama Rumba Latin Lounge

- Ensured the cleanliness, organization, and replenishment of supplies to uphold the bar's aesthetic.
- Managed point-of-sale systems and monitored bar tabs to accurately track revenue.
- Established and maintained optimal stock levels for the bar.
- Effectively employed bartending tools and equipment to craft visually attractive beverages.

JAN 2019 - MAY 2023

Bartender/Event Specialist, Snyder Events

- Assisted in multiple roles, including event setup, service preparation, and post-event cleanup.

EDUCATION

JUN 2007

High School Diploma, Berkeley High School, Moncks Corner, South Carolina

Associate Degree - Business, Trident Technical College

SKILLS

Microsoft Office



Strategic Engagement



Leadership

Customer Service

Event Management

Social Media Marketing

Mixology

LANGUAGES

Spanish



CUSTOM SECTION

Coca Cola Share A Coke Tour

CUSTOM SECTION

Celsius Fit Demo