

ILENE CAMPOS

CONTACT

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PROFILE SUMMARY

Experienced Social Media Manager and Assistant Manager with a strong background in sales, team leadership, and inventory management. Skilled in developing and executing social media strategies to optimize engagement and drive customer retention. Demonstrated ability to collaborate effectively, manage time efficiently, and adapt to evolving brand needs. Proven track record of enhancing the customer experience, increasing sales, and maintaining accurate financial and operational records.

EDUCATION

2021 - 2024
IRVINE VALLEY COLLEGE

- Business Administration

2025 - PRESENT
GLENDALE COMMUNITY COLLEGE

- Business Administration

SKILLS

- Google workspace
- Shopify
- Slack
- Microsoft excel/word/ powerpoint
- Canva
- Instagram Reels / TikTok Creator Tools
- Big cartel
- Leadership

LANGUAGES

- English: Fluent
- Spanish: Intermediate

WORK EXPERIENCE

Kneighor, Ktown LA 2025 - PRESENT
Assistant Manager & Social Media Manager

- Assisted customers with product knowledge, purchases, and personalized recommendations
- Managed in-store and Shopify inventory to ensure accurate stock levels and smooth operations
- Oversaw content creation and engagement for the store's staff Tiktok account
- Handled cash transactions and maintained organization and merchandising standards

Sanrio Irvine 2021 - 2023
Assistant Manager & Social Media Manager

- Managed Shopify and in-store inventory, cash flow, and daily operations to optimize efficiency.
- Provided excellent customer service, driving repetitive business, and satisfaction
- Created and executed social media campaigns, developing engaging marketing content and collaborating with teams to produce high-quality assets.
- Created and managed team schedules to ensure efficient shift coverage and workflow.
- Conducted interviews and evaluated candidates to support hiring decisions

Saddleback Eye Associates 2020-2021
Receptionist /Office Assistant

- Managed schedules, client communications, and incoming calls to ensure smooth daily operations
- Provided clerical support, including record maintenance, data entry, and document preparation
- Proofread documents for accuracy and ensured confidentiality in all information handling
- Corresponded with clients via phone, email, and mail, maintaining professional and timely communication

Forever 21 2019-2020
Brand Ambassador

- Delivered exceptional customer service by greeting guests, assisting with purchases, returns, and rewards programs
- Resolved customer concerns and answered inquiries to ensure a positive shopping experience
- Maintained a clean, organized store environment and recommended products, including processing special orders
- Operated the cash register accurately and efficiently, handling various payment methods

