

# Riley Stekervetz

## **SCAN Investigator**

Lancaster, PA

[rsteker11@gmail.com](mailto:rsteker11@gmail.com)

7178087155

Authorized to work in the US for any employer

## Work Experience

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### **Internet investigator**

merge investigation - Lancaster, PA

September 2017 to Present

### **Sales Associate**

Hot Topic, Inc - Lancaster, PA

July 2012 to Present

At Hot Topic i work as not only a cashier, but also an elevated sales associate. Being an elevated sales associate allowed me to be break coverage for management, handle returns and exchanges and void transactions and other management duties.

### **It Support Specialist/ System Admin**

URBN - Gap, PA

June 2018 to November 2018

As an IT Support specialist I handled incoming calls from stores as well as corporate offices with varying issues from password resets to account lockouts as well as store closing issues. Other tasks included escalation management as well as monitoring a ticket system and clearing said system

### **Client Happiness Specialist**

Sharp Innovations - Lancaster, PA

January 2017 to June 2017

At Sharp Innovations I was the Client Happiness Specialist. What that means is I handled relations between current clients, past clients and future clients to make sure their needs were met and keep them informed of the new services that Sharp Innovations had to offer. On top of that I also worked with the SEO team to better optimize clients websites to be better found by Google Analytics as well as work on PPC campaigns and other SEO related tasks. I also worked with the web design team to design website compositions for future website build outs as well as participated in a beta site build out. With the IT team I worked on various minor updates and fixes to current clients websites

### **Cashier/Customer Service**

Sears - Lancaster, PA

July 2013 to January 2015

I was a cashier. On top of delivering excellent customer service I was also responsible for returns as well as counting out registers at the end of the night and delivering money to the "bank room". I also assisted the tools associates with sales and helping customers the right tool for their job.

## Education

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### **Bachelor's of Science in Web Design and Interactive Media**

Art Institute of York - York, PA

2013 to 2016

## Skills

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- Powerpoint (10+ years)
- Photoshop (4 years)
- Photography (4 years)
- Wordpress (3 years)
- Word (10+ years)
- Illustrator (4 years)
- Dreamweaver (4 years)
- After Effects (3 years)
- Premiere (3 years)
- PHP (3 years)
- MySQL (3 years)
- Sales (5 years)
- Web Design (3 years)
- Graphic Design (3 years)
- Video Editing (3 years)
- Video Production
- Mobile Design (2 years)
- Customer Service (7 years)
- Computer Hardware (3 years)
- Computer Repair (2 years)
- CSS (4 years)
- HTML (4 years)
- JQuery (4 years)
- SEO (1 year)
- Customer Support (3 years)
- Google Analytics (1 year)
- Google Adwords (1 year)
- Google Webmaster Tools (1 year)
- Social Media Marketing (1 year)
- Digital Marketing (1 year)
- Pay Per Click (Less than 1 year)
- SEO Best Practices (1 year)
- Social Media Management (2 years)
- Customer Service (5 years)
- Customer Relations (4 years)
- Client Relations (4 years)
- Client Relationship Management (1 year)
- Computer Hardware (5 years)
- Computer Repair (Less than 1 year)

- Data Entry (2 years)
- Retail Sales (6 years)
- Money Handling (8 years)
- VNC (1 year)
- WMS (1 year)
- Call Center (1 year)
- Fraud Investigation (3 years)
- Social Media Monitoring (3 years)
- Salesforce (1 year)
- Microsoft Office (10+ years)

## Links

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<http://rileystekervetz.com/>