**Geri Hopkins**

**Fort Myers, FL**

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**(239) 810-4206**

**PROFESSIONAL SUMMARY**

Experienced Account Manager with a strong work ethic and excellent communication skills seeking a position that offers growth and community, customer-facing responsibilities, and diverse assignments to keep me learning and growing in my career.

**PROFESSIONAL EXPERIENCE**

**June 2017–Present**

**Founder & CEO • Keys 2 Encrypt LLC**

Keys 2 Encrypt LLC is a technical solutions company that provides services such as Social Media Management and strategy creation, Marketing and brand management, Website creation and Listing Landing Pages, Mobile App creation, Advertisement creation, and campaign strategy. I am personally responsible for each client; however, our team of experts is growing!

**Jan 2020– Present**

**Client Relations Specialist • 101 Elite Athletics**

Maintaining client relations, client experience strategist, creating custom quarterly programs, and weekly reports based on client progress, and collaborating with the team to establish project goals, projections, and milestones.

**Jan 2013–June 2017**

**Senior Technical Advisor • Apple**

Troubleshooting software issues on all Apple devices, acting as the final point of contact for all customers. I also acted as team lead and assisted in training groups of technical advisors by guiding education through the Kbase curriculum and live examples of common issues.

**TECHNICAL SKILLS**

**OS**: Windows, iOS, Android

**Microsoft Office**: Word, Excel, PowerPoint

**Adobe**: Photoshop, Premier Pro, Express, and XD

**Programming**: HTML5, CSS, Dart/Flutter, Postman, AWS

**Project Management**: Monday.com, Shortcut, etc.

**Character**: Proactive learner with complex technical background