

TIFFANY CARLTON

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EXPERIENCE

Atlas Coffee Importers

Seattle, WA (Remote)

Customer Service Representative

Jul. 2021 – Dec. 2023

Atlas Coffee Importers is a full-service trading company selling green coffee to many businesses in North America.

- Communicated with customers regarding purchasing green coffee alongside multi-tasked in account management using SugarCRM
- Received customer orders by email, phone, and internal documents and processed them through the Eximware trading software system
- Processed various forms, applications, and requests via Microsoft Office Suite; Drafted and published articles for Atlas' newsletter, "East Coast Roasts", through MailChimp while making use of WordPress CMS
- Collaborated with and assisted other departments employing Slack & Microsoft Teams in addition to resolving any issues that arose at the company

Sector

New York, NY (Remote)

Content Associate (Copywriting)

Sept. 2020 – Jul. 2021

Sector is a job search platform helping job seekers obtain employment in the technology industry.

- Wrote SEO-friendly articles and blogs for an early-stage startup designing career software and resources for up-skilled job seekers
- Developed content and resources for job seekers pursuing careers in design, product management, data analytics and software development
- Refined Sector brand materials, to translate the technical language for job seekers at the beginning of their up-skilling journey

Starbucks

New York, NY

Barista

Apr. – Dec. 2016

Starbucks is a well-known coffee conglomerate serving various beverages and food throughout the world.

- Crafted beverages and served food for a diverse clientele at the busy, fast-paced café
- Restocked merchandise and utensils as well as maintained cleanliness throughout the workstation and store
- Handled cash and credit card transactions using a point-of-sales cash register
- Provided additional customer assistance while following health safety guidelines and company policies

Clapway

Brooklyn, NY (Remote)

Freelance News Writer

Jun. – Sept. 2015

Clapway is a media company/website sharing unusual discoveries and news off the beaten path.

- Wrote 3–4 articles per day (350+ words each) for the NY-based online news publication
- Used online publishing tools such as photo editor Pixlr, plagiarism tool PaperRater, Google Workspace, and Skype
- Pitched new ideas for topics to cover; frequently communicated with the managing editor and had weekly meetings with the content manager, editors, and supervisors

Pinnacle Creative Studio

New York, NY (Remote)

Copywriting Intern

Jan. – May. 2015

Pinnacle Creative Studio is a boutique creative and advertising agency.

- Wrote original material for clients of small businesses and companies
 - Produced 1–2 copies a week for clients' blogs, articles, and other mediums while tailoring the content to their needs
 - Fact-checked, researched, and cited sources for each copy; worked with copy supervisor on improving material
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EDUCATION

The College of New Rochelle

New York, NY

B.A. in Liberal Arts (emphasis in Communications) – 3.69 GPA

May 2016

SKILLS

- Proficient in Microsoft Office Suite, Canva, Adobe Acrobat, Mailchimp, CMS programs such as WordPress, producing SEO content, and Google Workspace
- Consistently producing creative, engaging, and relevant articles/reviews/blogs/copy/newsletters
- Extensive experience using social media applications: Instagram, Twitter, and TikTok

