

Amanda Harry

Charlotte, NC | 704-301-0440 | amandaharry3@gmail.com

Summary

Skilled writer and communicator with experience in audience engagement, external and internal communication, and problem-solving skills. Proficient in working on deadlines and juggling tasks.

Skills

- News writing
 - Content editing
 - SEO strategies
 - Content strategy
 - Project coordination
 - Critical thinking
 - Audience interaction
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Experience

Reporter | QCity Metro, 01/2021 - 05/2026, Charlotte, NC

- Researched, wrote, edited, and proofread news articles for accuracy and clarity
- Optimized articles for SEO to enhance visibility and increase online traffic
- Assisted in writing and editing daily newsletters to inform and engage readership

Marketing Coordinator | QCity Metro, 05/2023 - 11/2024, Charlotte, NC

- Managed and oversaw the creation of sponsored and native content
- Coordinated content planning for marketing initiatives to ensure alignment with brand objectives
- Monitored and gathered analytics for client contracts and marketing campaigns

Customer Service Representative | Sitel, 12/2020 - 12/2021, Charlotte, NC

- Handled high-volume inbound calls to resolve client issues effectively
- Navigated CRM platforms such as Salesforce to track customer interactions
- Documented customer interactions to maintain accurate records for service continuity

Desk Assistant | UNC Charlotte, 08/2019 - 12/2021, Charlotte, NC

- Organized materials and information for easy access by residents, colleagues, and staff
- Maintained accurate and detailed records of interactions and other work-related tasks via logs and forms
- Collected and analyzed resident feedback to determine effective solutions for addressing concerns

Resident Advisor | UNC Charlotte, 08/2018 - 06/2019, Charlotte, NC

- Implemented residence hall policies to ensure a safe and supportive living environment
 - Responded to crises to maintain calm and immediately determine the level of assistance needed.
 - Coordinated community-building activities to foster student connections and enhance campus engagement
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Education

Bachelor of Arts: Communication Studies

UNC Charlotte

Websites & Portfolios

LinkedIn: [Amanda Harry | LinkedIn](#)

Portfolio: [Amanda Harry - Journo Portfolio](#)

References

References available upon request