

Dustin Soper

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Objective

To develop my career in a company in the where I will be a valuable team member, providing quality ideas and work. To be open to the company's needs and wants, as well as able to render what they request.

Education

The Art Institute of Chicago

350 North Orleans Street, #136, Chicago, IL 60654

October 2002-January 2012

Kaskaskia College

Office Systems Technologies – Desktop Productions Option

21210 College Road, Centralia, IL 62801

September 1998-May 2001

Work Experience

StepStone Hospitality/DoubleTree by Hilton Nashville Downtown

Nashville, TN

Concierge

June 2016-January 2016

Concierge/Social Media Champion

January 2016-Present

- Assist guests with restaurant recommendations, show and attraction tickets
- Cultivate relationships with local businesses and attractions to obtain premium services and discounts for guests
- Assist Director of Sales and Marketing with Social Media initiatives on Twitter, Facebook, Instagram and Snapchat - to help build the hotel as one of the top places to stay in Nashville.
- Answer telephones and route calls to the correct departments
- Answer guests via telephone with getting issues resolved by Engineering, Housekeeping, Banquets, Room Service or the Front Desk
- Assist Director of Rooms with Special Projects to help make the Front Office and Housekeeping Departments run more smoothly and efficiently

Grindr LLC

Los Angeles, CA (worked remotely)

Lead Device Specialist – Customer Support

May 2014-November 2015

Customer Support Agent – Android/Apple Specialist

December 2013-May 2014

Customer Support Agent – Android Specialist

March 2012-December 2013

Senior Customer Support Agent

December 2011-March 2012

Customer Support Agent

August 2010-December 2011

- Answer Customer Support inquiries for Grindr Smart Phone App through Zendesk CRM Platform including general support, paid subscription and moderation support
- Help develop and maintain internal agent Help Center for agents to get help with troubleshooting specific issues
- Prepare internal agent and external customer support materials for future versions of the app
- Cull Reports from Customer Inquiries and create trouble tickets to send to Network Operations/Tech/Product/QA for resolution
- Follow up with Network Operations/Tech/Product/QA about resolution for those issues
- Train Customer Support Agents on the inner workings on Android and Apple Grindr platforms, as well as Customer Support Tools such as the internal Grindr Profile Admin Tool, Zendesk and JIRA/Confluence.

- Maintain internal Confluence wiki for Customer Support Team to keep the group apprised of current policies and procedures
- Maintain external self-service Help Center for customers to research about issues they are having
- Answered Customer inquiries from Grindr Marketing and Support Facebook and Twitter Accounts

Shania Kids Can
Digital Assistant

New York, NY (worked remotely)
November 2014-November 2015

- Promoted charity/interact with fans via Facebook/Twitter
- Designed historical marketing video to be shown at fundraising events
- Launched successful marketing contest to promote fundraising events

Freelance Designer
Web and Graphic Designer

Nashville, TN
January 2004-Present

- Designed various websites including OctaviaNasr.com, RufflinFeathersCards.com, StephanieLayne.com, SusieMcEntire.com, DebSilvaMusic.com, and JaredAllman.com
- Designed album packaging, advertising, marketing and press materials for Carol Channing's album *For Heaven's Sake*, Deborah Allen's *Hear Me Now* and *Rockin' Little Christmas* CDs and Stephanie Layne's *Stephanie Layne* and *Eclectic* EPs
- Designed graphics and promotional materials for the *Weekends with Deborah Allen* show on Sirius XM Prime Country

Reba's Business, Inc./Starstruck Entertainment
Web Producer

Nashville, TN
October 2004-November 2010

- Answered customer service inquiries sent in via Reba.com
- Re-designed and maintained official website for Reba McEntire at www.reba.com
- Assisted in online launch of individual Reba brand websites for her clothing, shoe, bed, bath and luggage lines available at Dillard's stores across the country
- Utilized current Reba brand logo to create a logo for the Reba luggage line
- Designed marketing materials for use in Dillard's customer and Reba's internal, fan club and radio/publicity mailing lists to support her brand, music and television efforts
- Re-structured, designed and maintained features for Reba's official online Fan Club
- Re-designed and maintained website for Starstruck Studios at www.StarstruckStudios.com

Software Experience

Adobe Acrobat, Adobe Audition, Adobe Dreamweaver, Adobe Photoshop, Expion, Hilton OnQ Property Management, HootSuite, JIRA/Confluence, Microsoft Office, Zendesk

Skills

Typing 80+ words per minute, proficient in most software packages, proficient using the 10-key calculator, easily adapts to any situation, able to meet deadlines when required, works well with others, reliable, committed