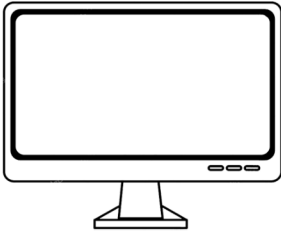


KEEGAN WILLIAMS

LOS ANGELES, CA | PHONE: (970) 988-4689 | KEEGANMWILL@GMAIL.COM | WWW.KEEGANMWILLIAMS.COM



Key Skills

Four Years of Editorial Experience

Two Years of Social Media Management Experience

Experience in Web and Visual Design

Excellent Verbal and Written Communication

Excellent Time Management and Multi-tasking Skills

Four Years of Management Experience

Six Years of Customer Service Experience

Five Years of Hospitality Experience

Compliance and Code Following

Conflict Resolution With Clients and Team

Inventory and Money Handling

Technology Summary

Versed in Various Desktop and iPad-based POS Systems

Microsoft Office Suite

Windows and Mac OS

Google Drive

Final Cut Pro

Adobe Photoshop and Premiere

WordPress/Weebly

TweetDeck and Hootsuite

Video and Still Camera Operation

I aim to contribute my strong work ethic, vibrant personality, and years of experience in media, technology, and art to my professional growth and my workplace, expanding the scope of my experience and challenging myself to grow in all aspects of my work and personhood.

Professional Experience

OUT FRONT MAGAZINE – Denver, CO | July 2018 to Present

Copy Editor, Writer

-Copy edit print and daily digital content for Associated Press and Out Front style, work directly with editor-in-chief and art director on style choices, and ensure the magazine is ready for print

-Write stories surrounding LGBTQ people, Denver culture, and the issue's theme

UPSERVE – Denver, CO | August 2019 to March 2021

Customer Support Specialist, Implementation Coordinator

-Assist merchants over phone, chat, and email for technical support inquiries and issues

-Properly route pertinent cases to outside departments and work independently, with team members, and other departments to resolve simple and complex, ongoing merchant issues

-Onboard merchant accounts, coordinate pre-live trainings, work with teammates to set up payments and installations, and ensure a smooth experience to go live with the system

-Placed in top five support agents of 2019 Q4, first and only quarter in tenure eligible

SALT MAGAZINE – Fort Collins, CO | May to July 2018

Contributor

-Copy edit stories for style and clarity, collaborate with editor-in-chief on magazine design, and write stories surrounding Fort Collins arts and culture

VERTS NEIGHBORHOOD DISPENSARY – Fort Collins, CO | February 2017 to June 2018

Marketing Team Member, Budtender, Shift Leader, Patient Coordinator

-Create content for social media, update company websites, promote and design in-store deals

-Guide customers and patients through product selection, use POS system to finalize transactions

-Manage front-of-house staff and shifts, ensure floor is compliant, and coordinate with inventory team

-Manage patient memberships and ensure all records are compliant with Marijuana Enforcement Division

PACIUGO GELATO & CAFFÉ – Loveland, CO | March 2012 to August 2014, March to September 2016

Shift Supervisor, Production Manager, Barista

-Train, coach, and manage front-of-house staff, open and close shifts, greet and assist customers

-Manage register amounts at open and close, and account for deposits, register amount, and safe amount at close

-Produce pans of gelato, minimize waste, and strategically manage time through the production sequence

MAD GREENS – Fort Collins, CO | September 2015 to March 2016

Shift Leader, Catering Distribution Specialist

-Provide guidance for staff, open and close shifts, input orders, greet customers, and quickly prepare food

-Prepare catering orders in a timely manner, deliver orders, and set up orders for clients

FORT COLLINS COLORADOAN – Fort Collins, CO | March to August 2015

Producer

-Post updates on social media, strategize on engagement, monitor web metrics, and optimize web content

-Pull wire, 9News, and USA Today content for website, and assist in NoCo Life section for online and print

ROCKY MOUNTAIN COLLEGIAN – Fort Collins, CO | August 2013 to May 2015

Digital Producer, Entertainment and Features Editor, Social Media Editor, Design and Production Editor

-Multiple positions involving management of various digital teams, focus on digital media and website management, social media management, design, copy, and day-to-day production of print and online publications

KCSU FM – Fort Collins, CO | January 2014 to March 2015

Specialty DJ

-Host weekly, two-hour radio show, provide commentary on music, play underwriting, PSAs, and operate board

Education

COLORADO STATE UNIVERSITY – Fort Collins, CO | August 2012 to May 2015

Bachelor of Journalism and Media Communication with Sociology Minor

FRONT RANGE COMMUNITY COLLEGE – Fort Collins, CO | January 2010 to May 2012

Associate of Arts, Magna Cum Laude