

Kristina Chesnokova

Marketing Associate

Creative Social Media Manager experienced in managing social media programs across. Proactive and hardworking individual talented in strategic planning and social marketing evaluation. Proficient in customer service and building an online platform.

Work History

2019-11 -
Current

Streaming Affiliate

Twitch Interactive Inc., Los Angeles, CA

- Created and facilitated an online stream to retain members and attract new members.
- Managed personal social media account, generating interest for existing and upcoming product releases for over 20,000 fans.
- Monitored advancements in social media and technology, working to adopt new platforms and facilitate integration into a marketing plan.
- Developed marketing content such as various postings, promotional materials, and advertisements for social media.

2019-03 -
2020-03

Server

Blackbarn, New York, NY

- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Assisted with private events of 200+ people, working directly with chefs and other team members to ensure timing and quality of experience for the guests.
- Utilized interpersonal and listening skills to create genuine connections with guests, while providing memorable and personalized customer service.
- Performed daily procedures such as cash handling, balancing registers, team meetings, and memorizing new product knowledge that allowed for upselling.

2017-08 -

Team Leader

Contact

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Phone

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E-mail

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/in/kchesnokova

Skills

Customer Service

Digital Marketing

Graphic Design

Team Management

Digital video production
process

Social Media Management

2020-03

Almond Restaurant, New York, NY

- Organized training packets for new team members and developed new training methods to specifically address teamwork among employees.
- Was the go-to person for training new team members on company policy and procedure, while providing product knowledge and answering their questions.
- Successfully improved the sales of food and alcohol through making recommendations to guests and maintaining my knowledge of menu items.
- Worked with team members to create a welcoming atmosphere for guests by verbally greeting everyone, answering any questions, and resolving issues quickly.