

Joseph P. Huber

Chicago, IL

WORK EXPERIENCE

Senior Onboarding Account Manager, Client Success

2016-Present

Sprout Social

Chicago, IL

-Consult with clients on social media strategy, develop churn and retention strategies, assist clients with demonstrations and software adoption, work with support teams to troubleshoot client issues.

Content Manager

2015-2016

HighGround

Chicago, IL

-Writing content including blog posts, “ghost” written articles for executives, develop marketing collateral, create marketing and content strategy, leading rebranding efforts, launch internal communication plan, running social media channels, photograph company events for social media channels, produce company communications.

Enterprise Success Specialist

2012-2015

Ifbyphone, Inc.

Chicago, IL

-Video tutorial series, managing social media for support, support community content co-creator and management, writer for “Feature Friday” blog series, sales training coordination, customer outreach on product updates.

Small & Specialty Group Sales Manager

2012-2012

Indiana Beach

Monticello, IN

-Sales kit creation, creation of group sales marketing materials, communication strategizing with clients.

Graduate Assistant

2011-2012

Ball State University, CCIM

Muncie, IN

-Website and content manager (CCIMReplay.com), social media management and monitoring, story telling, event promotions and management.

Sales Associate

2009-2010

McCann Window & Exteriors

Northbrook, IL

-Created direct mail pieces, video series, social media manager, white paper and blog post writer.

EDUCATION

Ball State University: Master of Arts

December 2014

Journalism: *Public Relations*

Muncie, IN

Ball State University: Bachelor of Arts

Summer 2008

Telecommunications: *Sales and Promotions*

Muncie, IN

SKILLS

Extensive experience: Building & maintaining client communities, writing, Public Speaking, Twitter, Facebook, Microsoft Office (Excel, PowerPoint, Word), presentations, and client & internal corporate communication.

Intermediate experience: Journalism, Adobe Photoshop, Adobe InDesign, HootSuite, WordPress.com, and branding strategy.

Basic experience: Adobe Illustrator, Prezi.