



Jess Kazamel

Hi, I'm Jess, your go-to for all things client facing. With over 10 years of experience engaging with a variety of products and platforms, your clients will welcome my personalized and transparent approach to their requests.

My career as a customer experience specialist includes sales management, and styling, with emphasis on retaining valuable relationships with clients. And, the real drive behind my success is the opportunities I've had to expand the voices of brands through copywriting and creative content production.

Relevant Work Experience

Customer Experience Liaison, Sixpenny Home / Apr. 2022 - Nov 2023

- Expertly answer customer emails & LiveChats regarding product, order process, shipping & delivery.
- Drive customer satisfaction and revenue with in-depth knowledge of products and policies.
- Maintain a solution-oriented attitude during high stake customer requests.
- Communicate cross-departmentally to ensure alignment for a seamless customer experience.
- Curate detailed customer facing copy for new product launches.

Fashion Stylist, Bloomingdales / May 2021-March 2022

- Curate a "Fabulously delightful" luxury personal shopping program.
- Provide elevated sales and customer service experience, maintaining client relationships.
- Increase sales and measure sales performance and conversion rates daily.
- Produce OMNI campaign communications and copy resulting in digital sales & in-person appointments.
- Maintain branded Instagram linked to personalized Bloomingdales store.

Sales Manager and Content Creator, Min&Mon / February 2016 - May 2021

- Act as company ambassador in-store and maintain presence on @minandmonbags Instagram.
- Produce content and copy for online engagement.
- Creating training programs as the product knowledge expert.
- Attain (and surpass!) sales goals.
- Manage and schedule staff.
- Provide sales and engagement data to company owners and investors.

Producer, The Amoralists Theatre Company / October 2016 - June 2020

- Producer of the New York Times critically acclaimed "RICOCHET" theatrical series.
- Lead digital marketing campaigns, copywriting, and develop relationships for cross promotion.
- Spearhead successful membership campaign through platform "WithFriends".
- Organize schedules and keep production team/talent on task for deadlines.
- Coordinate and manage theatrical fundraising events. Foster relationships with donors and board members.

Education

- The American Academy of Dramatic Arts NY & CUNY (Hunter) , Bachelor of Arts B.A. 2011-2015
- Keyano College, Visual and Performing Arts Program 2010-2011

Creative Career Highlights

JKLM Productions Red Seed Films
Producer and actor for "HPV BARBIE" and "THE BIG TALK" known for trending on whohaha.com (Elizabeth Banks)

Red Seed Films
Producer for award-winning "FRANKIE"; finalist in over 20 film festivals.

Dalliant Productions
Writer and producer for "Canuck Downunder" featured at SoHo Playhouse and Jersey City Theatre Center.

Contact Details

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jesskazamel.com

Skills

Zendesk

Shopify

Square

LiveChat

Sales Floor

Digital Analytics

Mail Chimp

OneDrive

Outlook & Apps

ASANA

Google Drive & Apps

Photo Production

Video Production

Food & Prop Styling

Adobe Premiere Pro



References & portfolios available upon request.