GRACE STONE

903-969-3344 | GRACESTONE94@YAHOO.COM

Entry-level Social Media Manager with hands-on experience managing social media accounts for small businesses. Skilled in content creation, scheduling, engagement, and performance tracking across Instagram, TikTok, Facebook, and X. Brings over six years of customer service experience with strong communication, adaptability, and audience-focused strategy to support brand growth and community engagement.

SKILLS

- Content creation
- Social media analytics
- Customer relationship management
- Team leadership
- Critical thinking
- Analytics reporting
- Adobe, Canva, CapCut
- Instagram, TikTok, Facebook, X
- Customer Service

EXPERIENCE

Social Media Manager | Sip'n Specialty Drinks **10/2023 – Current**

- Develop engaging social media content for various platforms.
- Coordinated social media campaigns aligning with brand strategy.
- Managed daily interactions with followers and responded to inquiries.
- Monitored industry trends to inform social media tactics and messaging.
- Create promotions and coordinate menu launches.

Barista Shift Supervisor | 2 Rivers Coffee – New Braunfels, TX **11/2024 – Current**

- Supervised daily barista operations and ensured smooth workflow during shifts.
- Trained new staff on coffee preparation and customer service standards.
- Ensured compliance with health and safety regulations in food preparation areas.
- Resolved customer complaints and provided exceptional service experiences.
- Resolved customer complaints in a polite and professional manner.
- Promoted positive team morale by encouraging collaboration among staff members.
- Maintained a clean and well-stocked work area throughout shifts.

EDUCATION

Bachelor of Science: Digital Communications and Media **08/2023 – 05/2026**

Associate of Science: Advertising **01/2023 – 05/2023**

Troup High School **Graduated 05/2021**

CERTIFICATIONS

- **InDesign 2025 Essential Training**
- **Excel Essential Training**
- **Illustrator 2025 Essential Training**