

M. Blake Reichenbach

Resume

Experience

Matthew "Blake" Reichenbach

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HubSpot Inc./ Associate Customer Support Specialist

NOVEMBER 2017- PRESENT; (REMOTE- KENTUCKY)

Adds value to customer experience by providing phone and web support for utilizing HubSpot tools. Collaborates with colleagues on solving complex issues. Gains the trust of difficult customers and seeks to add value to customers' experiences and relationship with HubSpot.

Inky Margins LLC / Owner (Self-Employed)

JANUARY 2017- NOVEMBER 2017; LOUISVILLE, KY (REMOTE WORK)

Provided small business owners, nonprofit leaders, executives, and individuals with content services and general assistance. Developed editorial calendars and sales funnels to meet marketing goals. Wrote, edited, and published SEO web content.

Sullivan University/ Academic Services Coordinator

FEBRUARY 2016 - MARCH 2017; LOUISVILLE, KY

Managed academic files of 200+ distance learning students, including sensitive and FERPA-protected information. Provided academic guidance to assigned advisees. Performed clerical duties as needed. Improved student retention rate (20% higher than office average). Processed appeals for academic reinstatement. Created suggested course schedules to keep students on track to graduate.

Bellarmine University / Writing Center Assistant Director

AUGUST 2013 - FEBRUARY 2016; LOUISVILLE, KY

Worked directly with students to improve writing and editing techniques. Managed consultant availability schedule. Successfully increased number of new students receiving tutoring and retention of pre-existing tutees.

Education

Bellarmine University / BA in English, Sociology

AUGUST 2012 - MAY 2016; LOUISVILLE, KY

Graduated Magna Cum Laude (3.84 cumulative GPA). Studied abroad at the University of Helsinki (Helsinki, Finland).

University of Oxford / Continuing Education

JULY 2015 - AUGUST 2015; OXFORD, ENGLAND

Studied critical reading and Shakespearean adaptations at the University of Oxford as a recipient of the English-Speaking Union's British University Summer School Program scholarship.

Skills

Strategic communication (written and verbal), mentoring, problem solving, critical thinking, prioritizing case work, conflict management