

Tamera Muccigrosso

Community Manager

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📍 4837 Liberty Road, Louisville,
KY 40222

Education

**Associate of Arts
in Communications at
University of Kentucky,
Lexington, KY**

Sep 2014 - May 2019

Some skills I've learned
are effective communication,
writing, and public speaking.

Links

[linkedin.com/in/tameramuccigrosso](https://www.linkedin.com/in/tameramuccigrosso)

Skills

Communication

Writing

Social Media

Marketing

Event Planning

Customer Service

Languages

English

German

Hobbies

Organizing social events
Recruiting new members
Leading group discussions

Profile

I am a Community Manager with over three years of experience. I have successfully created and grown online communities for my employers. I am skilled at social media marketing, content creation, and event planning. I have a proven track record of increasing engagement and loyalty among members of an online community. My goal is to continue growing online communities by creating engaging content, moderating conversations, and fostering relationships between members.

Employment History

Community Manager at Bluegrass Community and Technical College, KY

Jun 2022 - Present

- Handled community of over 10,000 users and grew it by 15% in 6 months.
- Monitored social media platforms for user sentiment and proactively addressed issues.
- Implemented new customer engagement initiatives that led to a 20% increase in satisfaction ratings.
- Led team of 4 Community Moderators and trained them on best practices.
- Wrote monthly newsletters highlighting community successes & new features.

Assistant Community Manager at Mid-Continent University, KY

Aug 2019 - Apr 2022

- Successfully managed and operated a community of 200+ residents.
- Implemented new policies and procedures that increased resident satisfaction by 15%.
- Coordinated all aspects of move-in for 50 new residents.
- Successfully organized and executed 4 community events with over 100 attendees each.
- Maintained the budget for the community, staying under budget by 3%.

Certificates

Certified Community Manager (CCM)

Jan 2021

Certified Social Media Professional (CSMP)

Apr 2019

Memberships

American Marketing Association

National Community Pharmacists Association