

Chuck Carroll

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I'm a wireless & digital marketing professional residing in Portland, OR. I have more than 8 years of combined experience within the wireless industry including site acquisition, digital marketing, sales, and service & repair. Analytical minded, detail-oriented, flexible, and well-organized.

Project Coordinator (Wireless Site Acquisition)

Black Rock Consulting & Development | Portland, OR | April 2018 - Present

- Maintained projects and deployment schedules via Salesforce and tracked project deliverables/deadlines
- Identify ideal properties for the installation, modification or new construction of wireless communications facilities including small cells, smart poles, and cell towers
- Worked with local jurisdictions for zoning and building permit approvals

Social Media Data Analyst

Swift Agency | Portland, OR | February 2016 - December 2017

- Extract and organize raw data to create in-depth visualizations and meaningful insights
- Outline goals and develop KPIs that track content performance and ultimately demonstrate the channel's impact to higher level business objectives
- Analyze and interpret data from native social media platforms, Google Analytics, Crimson Hexagon, Sysomos, and others to guide future creative and drive client business strategies
- Present measurement reports consisting of visualizations and quantitative insights to both internal and external teams that tell a meaningful story
- Coordinate and integrate qualitative metrics to provide a 360 degree view of performance

Social Media Community Manager

Swift Agency | Portland, OR | January 2014 - December 2017

- Engage consumers on social media platforms and keep a pulse on community trends
- Created daily reports with insights about community which contributed to strategy for social campaigns
- Monitor all of the social chatter on behalf of various clients
- Writing and communicating professionally on behalf of clients, including daily engagement and replying to Facebook posts, tweets, and other digital content as directed via Sprinklr
- Managed multiple brands social media accounts including HTC, Google, and Mattel

Wireless Consultant

Arch Telecom (Sprint Preferred Retailer) | Portland, OR | February 2013 - January 2014

- Assist customers with new activations, upgrading equipment, and applying service changes to their accounts
- Communicated service outages to customers and small businesses along with timelines on when tower upgrades would be completed
- Meet and exceed monthly and daily sales quotas and consistently achieving positive results by always looking for new sales opportunities such as consumer and B2B sales
- Provided support on equipment and helped customer understand their plan and bill

Education Background

➤ Bachelor of Science
Major: Psychology & Sociology
Minor: Philosophy
Portland State University
September 2009 - December 2012

➤ Associate of Arts
Major: Oregon Transfer Degree
Portland Community College
September 2006 - August 2009