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## Professional Experience:

### **Futura (Onsite at Mainline Hospital) | IT Deployment Contractor (Contract) | December 2018-January 2019**

- Collaborated with a team to deploy over 5000 PCs, including towers, monitors, mouse and keyboard, printers, and scanners onto specialized wall mounts and hospital carts, as well as more standard computer desks.
  - Lifted and carried boxes from unloading bay, unpackaged components, installed equipment, disposed of packaging trash, and managed cables to ensure neatness of final station setup.
- Conducted final review of rooms to ensure that each workstation was fully installed, functional, and compliant with Futura's standards for cable tidiness, requiring a thorough attention to detail.
- Imaged new machines with a proprietary version of Windows 10, and ensured connectivity to network.

### **Independence Blue Cross | Medicare Marketing Specialist (Contract) | July-September, 2018**

- Demonstrated leadership as team lead on multimedia advertising campaigns, working closely with paid media agencies like FOX29 and 6ABC to further brand identity and awareness, promote upcoming products, and tailor message and language to key demographics
  - Developed filmed vignettes for television, including creating scripts, scheduling shoots on location with talent, overseeing said shoots as they occurred, and trafficking final products between Independence and the stations
  - Organized web-based, cross-platform "Home Page Takeovers", and oversaw social media integration between 6ABC and Fox29's websites and social media platforms
- Managed vendor relationship with Linkwell to oversee development of *Update Magazine*, a print magazine distributed to Independence Medicare members containing information about products, auxiliary benefits, and upcoming special events
  - Created and reviewed copy for the October edition of *Update Magazine*
  - Oversaw extensive, multi-business area reviews and compiled feedback to ensure clear and efficient versioning between Independence and Linkwell
- Built extensive database of responses to consumer questions about products, website functionality, and auxiliary benefits for use in an automated Q&A tool hosted on company website
  - Catalogued and sorted queries by occurrence and urgency before conducting extensive research into products and collaborating with other business areas to craft responses
  - Managed relationship with third party vendor to ensure functionality of hosted tools
- Created reports on active campaigns for VPs, compiling status report summaries on activities from multiple business areas to craft streamlined and intuitive documents in Powerpoint
- Collaborated with team to develop marketing communications, both physical and digital, for advertisement and informational purposes using Microsoft Word and Adobe Acrobat
- Utilized Microsoft Excel to create expenses spreadsheet for my team, and catalogued invoices across several months to ensure that our area was operating within budgetary guidelines

### **RE/MAX Reliance Realtors | Office & Field Support, Personal Assistant | 2012-2018 (present)**

- Update and maintain contact library in TopProducer, a real-estate Customer Relationship Management tool
- Utilize Word, Excel, and Adobe Acrobat to create and update templates for letters, forms, informational pamphlets, and other mail pieces
- Clerical and technical support across various software, including Microsoft Office Suite and Google Office Suite, Windows 7, and Windows 10

## Education:

Drexel University | Fall 2013-Spring 2017 | Cumulative GPA: 3.45  
Bachelor of Science majoring in Music Industry

## Qualifications:

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|--------------------------|------------------------|--------------------|
| • Microsoft Office Suite | • Solution Driven      | • Customer Service |
| • Highly Organized       | • Time Management      | • Tech-Savvy       |
| • Detail-Oriented        | • Communication Skills | • PC Installation  |