

Kaja Perisic

SUMMARY

Personal Shopper at Walmart with a knack for customer service and problem-solving. Proven ability to enhance customer satisfaction through effective communication and attention to detail. Experienced in video editing and social media marketing, delivering high-quality content that engages audiences and drives brand visibility.

EXPERIENCE

Walmart - Digital Personal Shopper

08/2021 - Current

- Managed and processed multiple customer orders simultaneously, achieving timely and accurate fulfillment.
- Receive and prioritize work assignments through the order management system, maintaining a smooth workflow.
- Cultivated positive relationships with customers, team members, and leadership to enhance collaboration.
- Addressed and resolved customer complaints, escalating to leadership when necessary to ensure satisfaction.

Independant Contractor - Freelance Video Editor

05/2025 - Current

- Utilized Premiere Pro and Davinci Resolve to streamline editing workflows and enhance overall project efficiency.
- Reviewed raw footage to pinpoint key moments for impactful final edits.
- Delivered edits punctually for client reviews and final approval, ensuring alignment with client specifications.

Aerial Inspection Team - Social Media Marketing Intern

02/2025 - 05/2025

CONTACT

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SKILLS

- Social media marketing
- Customer service
- Creative writing
- Video editing
- Attention to detail
- Planning and organization
- Problem-solving
- Communication skills

EDUCATION

Associate of Science: Digital Marketing
Blackhawk Technical College
Janesville, WI • 05/2025

- GPA: 3.8

CERTIFICATIONS

Google Analytics, 2025

- Created engaging social media content that increased brand visibility and encouraged audience interaction.
- Supported the development of a comprehensive content calendar to streamline social media posting and improve audience engagement.
- Proficient in Adobe Creative Suite for color correction, retouching, and image manipulation processes.