



Andrea Núñez

Social Media Content Creator | Customer Service Representative

Contact

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Skills

- Languages:
 - English, French, Spanish
- Content Creation:
 - Platforms: TikTok, Instagram
 - Video editing: CapCut
 - Graphic design: Canva
 - Writing copy
- Website creation:
 - CMS - WordPress
- Digital marketing tools:
 - SEO
 - Email marketing
 - Web analytics
- Project planning:
 - Milanote
- Office software:
 - MS Word, Excel, Powerpoint
- Strong oral and written communication
- Proven ability to multi-task
- Excellent teamwork and collaboration abilities
- Excellent time management, planning, and organizational skills

Education

Cornell University - eCornell (2021)

- Certificate in Digital Marketing
- Certificate in Data Sciences: SQL & Tableau

University of Toronto (2012-2014)

- Master of Music - Opera Performance

University of Western Ontario (2008-2012)

- Bachelor of Music - Honors Performance
- Minor in English Literature

Profile

- Digital Marketing and Data Sciences certifications from Cornell University-eCornell.
- Master's Degree in Opera from the University of Toronto.
- Bachelor's Degree in Music, minor in English from the University of Western Ontario.
- Three-years Customer Service and Data Entry experience.
- Two-years experience creating short-form video content for social media platforms.
- Experience with web analytics reporting.
- Fluent in English, French, and Spanish.
- Excellent oral and written communication, time management, multi-tasking, attention to detail, and organization skills.

Experience

Social Media Content Creator | Opera Singer

2014 - Present

- Created "Day in the Life of an Opera Singer" series (50 videos) on TikTok. This involved filming, editing, writing copy, and doing voice-over narration for relevant aspects of my life during rehearsals and performances.
- Partnered with opera companies in creating content to promote productions, increase engagement, and grow the online footprint of classical music. This involved Instagram takeovers, TikToks, and Instagram Reels.
- Creator of "Otaku Soprano" Instagram where I post short-form video content to share my enthusiasm and opinions on Anime and Manga series.
- Promoted opera productions I was involved in through radio and television interviews, and philanthropic events.
- Wrote successful applications to obtain grants from the Canada Council for the Arts, and from New Music USA.
- Co-leading creative song cycle project "Living in the 'In-Between'" in partnership with National Sawdust (Brooklyn, New York). In charge of obtaining financial support, planning meetings and budgets, and organizing/coordinating schedules.
- Performed as a principal artist in opera productions:
 - Canada: Montréal, Toronto, Victoria, Edmonton, Calgary
 - USA: Santa Fe, Saint Louis
 - South Korea: Daegu
 - Mexico: San Miguel de Allende
 - Netherlands: Amsterdam
- Designed and built a Web Page (photos, videos, links to other sites, upcoming events, reviews of professional engagements) for self-promotion.

Call-Centre Customer Service Representative

2017-2018

Royal Conservatory of Music

- Provided support to exam candidates and teachers via inbound calls and e-mails.
- Answered questions about exam procedures, requirements, website navigation, bookstore purchases, and online courses.
- Communicated and collaborated with multiple departments to resolve customers' problems.
- Prepared spreadsheets to report service statistics.

IT Help Desk Support

2009-2011

Municipal Property Assessment Corporation (MPAC)

- Provided on-site technical support to employees for desktop hardware and software.
- Reformatted employees' computers, installed system images, and installed desktop software.
- Resolved technical problems by troubleshooting various issues and implementing effective solutions.
- Managed logistics of software distribution amongst employees.
- Data entry of hardware and software inventory in company's database.