

Medeea Hanko

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PROFESSIONAL SUMMARY

Client-focused professional with 6 years of experience in digital marketing and social media coordination, bringing strong communication, problem-solving, and relationship-building skills. Experienced in managing high-volume inquiries, responding to customer feedback, and resolving concerns in fast-paced environments. Highly organized and detail-oriented, with the ability to multitask, analyze information, and deliver positive customer experiences while meeting deadlines and performance targets.

SKILLS

- Customer Communication & Relationship Building
- Conflict Resolution & Inquiry Management
- Data Entry, Reporting & Documentation
- Time Management & Multitasking
- Client Support & Inquiry Management
- Adaptability in Fast-Paced, High-Volume Environments

PROFESSIONAL EXPERIENCE

Dec 2019 – Present

Social Media & Marketing Coordinator

Janette Burke Productions

- Responded to audience inquiries and messages across multiple platforms, ensuring timely and professional communication
- Built and maintained strong relationships with clients, sponsors, and community members
- Managed high-volume digital communications while meeting tight deadlines
- Monitored customer feedback and engagement data to identify trends and improve user experience
- Coordinated promotional campaigns, ensuring clear communication between stakeholders
- Maintained accurate records of campaign performance, client outreach, and engagement metrics

April 2020 – April 2023

Social Media Coordinator

Independent Publishers Association of Ontario

- Provided ongoing communication and support to members, partners, and online audiences
- Handled inquiries through social media, email, and web platforms in a professional and solution-focused manner
- Assisted with event coordination, supporting guests and vendors to ensure smooth operations
- Managed multiple deadlines and priorities in a fast-paced, collaborative environment
- Tracked engagement data and prepared reports to support decision-making and service improvements
- Contributed to newsletters and communications to keep members informed and engaged

September 2021 – November 2024

Food & Beverage Cashier/Bartender

Events Plus Management

- Delivered high-quality customer service in a fast-paced, high-traffic environment
- Processed cash, debit, and credit transactions accurately using POS systems
- Resolved customer concerns efficiently while maintaining a positive and professional demeanor
- Maintained cleanliness and compliance with safety and Smart Serve standards

EDUCATION

Honours Bachelor of Commerce
York University

Advanced Business Administration Diploma
Humber College ITAL

Marketing Diploma
Humber College ITAL