

# STEPHEN RIZZO

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Experienced Social Media and Customer Service Specialist with a demonstrated history of working in internet and retail environments. Identified as a *Klear* top 1% influencer with an ability to reach millions through various platforms. Skilled in Influencer Marketing, Video Editing, Journalism, Java Development, and Customer Service. Strong media and communication professional and student attending West Chester University. Has worked with other top professionals within the industry.

## EXPERIENCE

### JAN 2014 – PRESENT

#### DEVELOPER, SELF

Experience:

- Learned fundamental Java coding conventions and development techniques during this experience as a freelance Java Developer for server owners on the popular PC game, Minecraft.
- Operated and utilized IntelliJ Idea IDE software, the Java Development Kit (JDK), and the Java Runtime Environment (JRE).
- Worked on collaborative projects with other developers, utilizing repositories and task management tools, such as GitHub and Maven.
- Created new features from existing game (source) code for clients to offer to their customers, including systems that managed and analyzed player statistics and data.
- Studied influences on player retention rates and learned how to profit from players.
- Created cross-server data structures using MySQL databases.
- Worked with PHP to relay data from MySQL databases to a user-friendly website interface.
- Set up and designed websites for players to purchase "digital currency" and receive in-game perks.

### OCT 2013 – PRESENT

#### SOCIAL MEDIA INFLUENCER, TWITTER

Main responsibilities include (but are not limited to):

- Writing, editing, and publishing daily content to thousands of followers.
- Promoting social media accounts with various online communities.
- Maintaining relationships with sponsors, agencies, and online colleagues.
- Managing requests, e-mails, questions, and inquiries.
- Combining a professional, yet sociable, persona through online posts.

### APR 2017 — JUL 2017 || JUL 2017 – MAR 2018

#### CASHIER || CUSTOMER SERVICE REPRESENTATIVE (CSR), ACME MARKETS

Experience:

- Resolved product and/or service problems, using various company systems.
- Ensured that customers had an excellent shopping experience at the respective store location.
- Strived to effectively lead a team of employees across various departments in a high-volume, fast-paced store location.
- Answered customer phone calls and forwarded to proper departments.

## EDUCATION

2017 - 2021

**BACHELOR OF SCIENCE, WEST CHESTER UNIVERSITY OF PENNSYLVANIA**

2013 - 2017

**GENERAL EDUCATION, INTERBORO HIGH SCHOOL**

## SKILLS

- Social Media Influencing
- Social Media Marketing
- Video Editing
- Web Development
- Social Media Consulting
- Public Relations
- Management
- Influencer Marketing
- Experienced in:  
PHP, Java, MySQL, HTML, CSS, JS & more

## VOLUNTEER EXPERIENCE

OCT 2013 - NOV 2017

**TRANSLATOR, TWITTER**

Member of a vibrant community consisting of thousands of volunteer translators who work through the Twitter Translation Center (TTC) to help make the platform available to people throughout the world.