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# ERIC AMORA

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## Summary

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Results-driven Copywriter, Technical Writer, Tutor, and Customer Support Professional with 8+ years of experience delivering engaging content, educational support, and customer-focused solutions in remote environments. Proven track record of increasing audience engagement, improving content performance, and supporting diverse global clients through high-quality communication strategies. Skilled in copywriting, technical documentation, AI content evaluation, tutoring, and digital communication. Adept at managing multiple projects simultaneously while maintaining accuracy, creativity, and efficiency in fast-paced environments.

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## Skills

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| • Copywriting & Content Development | • Microsoft Office Suite           |
| • Technical Writing                 | • Google Workspace                 |
| • SEO Content Writing               | • CRM Software                     |
| • Editing & Proofreading            | • Content Management Systems (CMS) |
| • AI Content Evaluation             | • HTML & CSS                       |
| • Research & Data Analysis          | • JavaScript Fundamentals          |
| • Communication Skills              | • SQL & Database Management        |
| • Customer Service Support          | • Virtual Collaboration Tools      |
| • Virtual Assistance                | • Data Annotation                  |
| • Time Management                   | • Documentation Tools              |
| • Project Coordination              | • Remote Communication Platforms   |
| • CRM & Digital Tools               |                                    |
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## Experience

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### Personal Assistant

11/2023 to 02/2024

### Self-Employed

United States

- Managed daily scheduling, email communication, and administrative tasks for clients to streamline operations.
- Coordinated appointments, handled confidential information, and maintained organized digital records to enhance business operations.
- Delivered customer support and task management solutions while ensuring clear communication and attention to detail.

### Copywriter

04/2019 to 01/2024

### Data Annotate

Panama City, United States

- Developed compelling headlines, calls-to-action, and AI-focused content that contributed to improved audience interaction and conversion performance by 30%.
- Researched market trends and competitor content to create innovative, audience-targeted copy that enhanced engagement across communication channels.
- Ensured 98% consistency in brand voice and content quality while managing multiple writing assignments under strict deadlines.

### Online Tutor

01/2015 to 04/2023

### Tutorgigs.io

Remote

- Delivered personalized online tutoring sessions to 100+ students across subjects including English, Math, Science, and History.
- Developed customized lesson plans and interactive learning strategies that improved student performance and engagement by 40%.
- Monitored academic progress, provided constructive feedback, and adapted teaching methods to accommodate varying learning styles and skill levels.

#### **Technical Writer**

**06/2015 to 02/2023**

#### **Textbroker International**

**United States**

- Produced user manuals, installation guides, and technical documentation with a focus on clarity, usability, and accuracy for diverse audiences.
- Collaborated with engineers and product teams to simplify complex technical information into user-friendly content.
- Utilized documentation tools and content management systems to organize and publish over 200+ technical documents efficiently.

#### **Copywriter**

**01/2019 to 08/2022**

#### **Self-Employed**

- Created persuasive marketing copy for 40+ digital and print campaigns, increasing client engagement rates by up to 35%.
- Collaborated with cross-functional marketing and design teams to deliver high-converting content aligned with brand objectives and audience expectations.
- Conducted detailed audience and competitor research to optimize messaging strategies and improve campaign performance across multiple platforms.

#### **Customer Service Specialist**

**01/2015 to 01/2018**

#### **Teleperformance**

**Panama City Beach, United States**

- Resolved customer inquiries through phone, email, and live chat channels while maintaining a 95% customer satisfaction rating.
- Managed CRM systems to document customer interactions, improving response accuracy and service efficiency.
- Handled escalated customer concerns professionally, contributing to improved customer retention and positive client experiences.

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### **Education and Training**

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#### **Bachelor of Fine Arts (BFA): Dance**

University of Florida

#### **High School Diploma**

Deane Bozeman School

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### **Websites, Portfolios, Profiles**

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- [linkedin.com/in/eric-amora-199895154](https://www.linkedin.com/in/eric-amora-199895154)

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### **Certifications**

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- AI-Native Foundations – 2026
- AI-Native Specialist: RLHF Evaluator – 2026
- Computer Science Career Path – 2026
- TEFL Certification
- TESOL Certification

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## Hobbies and Interests

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- Creative Writing
- Blogging
- Reading
- Cooking
- Traveling & Exploring New Cultures