

CODY AUSTIN PIKE

PR & MARKETING



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www.capike.com

Education

Utah Valley University

2010–Current

Majoring in Communication - Public Relations with a minor in Marketing

UVU PRSSA Chapter

- Selected to represent UVU at the regional PRSSA conference at Cal-State Fullerton

Wolverine Student PR Firm

- Planning a multicultural event for Utah Online School to boost enrollment.
- Created a media list using Cision Point for Chocoleans client.
- Increased awareness amongst students about the PR Firm.
- Doubled enrollment of the class for the following semester.

American Marketing Association

- Competed in Regional Conference at the University of Nevada in Las Vegas.

National Communication Association Honor Society

- 3.6 GPA
- Top 35% of UVU class

Experience

Vivint

2012–Current

Customer Satisfaction Specialist

- Follow up with 100+ customers on a weekly basis after they've filled out a negative complaint.

Quality Assurance

- Evaluated 100 phone calls from employees on a weekly basis.
- Provided coaching to employees to meet department standards.
- Trained new hires on what was expected from them on their phone calls.

Opinionology

2006–2012

Assistant Manager

- Administered supervision over interviewers and supervisors.
- Composed weekly schedule for up to 150 employees.
- Met project quotas to satisfy clients such as Time Warner Cable and Kia Motors.



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