Callum Landsberg

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Profile

I am a versatile and competitive professional poised to excel as a member of your company. I am a skilled content creator, providing compelling SEO-driven copy that is optimised for the web. In addition to this I am a competent software developer specialising in web apps using the MEN stack. I also have experience in customer service both as a customer service assistant and manager.

Work Experience

Copywriter [Kosher Content]

October 2018 – Present

Producing approximately thirty informative, compelling and SEO-driven pieces of content including articles, blog posts and press releases. Other duties included hiring and training new writers.

Customer Service Manager [First Sky Ltd]

August 2018 – October

Duties involved ensuring that all customer queries were solved appropriately and followed up where necessary, making sure clear communication was kept between the customer service department and the payment team as well as maintaining a high daily number of customer query resolutions. Other duties included training new customer service assistants.

Customer Service Assistant [First Sky Ltd]

January 2018 – August

Duties involved resolving customer queries and complaints via email, telephone, live chat and social media channels. Tasks included logging refund requests, following up on orders, informing customers about the products and services offered by the company and resolving any questions, concerns or complaints that the customer may have.

Copywriter [Freelance]

May 2016 – December 2017

During this time I produced a number of informative articles, blog posts, opinion pieces and product reviews for an international client base. Clients were sourced both from freelancing platforms (Upwork, Peopleperhour, etc.) as well as through personal solicitation.

Skills

Content Creation

Highly capable at producing both long-form and short-form compelling, SEO-driven content with actionable call-to-actions.

- Articles
- Blog posts
- Press releases
- Opinion pieces
- Product reviews
- Social media posts
- SEO

Software Development

I specialise in creating responsive, mobile first web apps and implementing a clean, efficient backend.

- HTML5, CSS3, JS
- Express
- NodeJS
- MongoDB
- GIT

I also have some experience in the following:

- PHP
- MySQL
- MariaDB
- Linux

Interests

- IT
- Literature
- Electronics
- History
- Science
- Cooking