Contact

+541168377886 (Mobile)
spolin1984@gmail.com

www.linkedin.com/in/sebastian-polin (LinkedIn)

Top Skills

DoubleClick
Google Ads
Google Tag Manager

Languages

English (Native or Bilingual)

Certifications

First Certificate in English, Level 3

Sebastian Polin

Artist & Customer Focus Enthusiast

Summary

I am an artist at heart with a passion for marketing, a thirst for people enlightenment, and a drive for communcation. Creativity and analysis are aspects that define me. Knowledge is a part of every path I take, whereas working on my own or as part of a group.
My mission is to continually explore opportunities to grow both personally and professionally.

Experience

Freelace / Self-employed

SME for various Art-related apps and websites
December 2019 - Present (6 months)
London, England, United Kingdom

- Engaged clients to discuss promotions within the art market.
- Daily checkups via phone to determine best approach for online auction strategies and gallery promotions.

Cognizant

5 years 1 month

Quality Assurance Specialist for Google Marketing Platforms

October 2017 - January 2020 (2 years 4 months)
City of Buenos Aires, Argentina

Client: Google

Specializing in Google Marketing Platforms, especializing in Display & Video 360 and Campaign Manager (ex-Doubleclick)

- Quality assurance reviews and follow-up with agents.
- Quality pre-check for new hires and low performers.
- Weekly meetings with team leaders to review team performance.
- Management huddle to analyze CSAT/DSAT and RCA creation for Google.
- Action plan developments based on team performance analysis.

Subject Matter Expert for Google Marketing Platforms

January 2015 - October 2017 (2 years 10 months)
City of Buenos Aires, Argentina

Client: Google

Specializing in Google Marketing Platforms, especializing in Display & Video 360 and Campaign Manager (ex-Doubleclick)

- Internal assistance for agents.
- Managing internal consults with Google's Global Support for escalations.
- Training for agents on product, communication and organizational skills.
- Case analysis for action plan developments.
- Meetings with team leaders to analyze agent performance.
- Standard Operating Procedure document development.

5CA

Product Specialist/SME

June 2014 - January 2015 (8 months)

City of Buenos Aires, Argentina

- Multi-vendor technical support.
- SME for major clients and escalation issues.
- Quality assurance.
- Onboarding trainer.

Doux Magazine

Operations and Account Manager

April 2010 - June 2014 (4 years 3 months)

Rosario, Santa Fe, Argentina

- Social network guru
- English-Spanish translations.
- Engaged and negotiated with a variety of artists worldwide to be featured in each issue.
- Production leader.
- Marketing roadmaps for promotion.

Education

Instituto De Enseñanza Superior en Lenguas Vivas "Juan Ramón Fernández"

Language Interpretation and Translation · (2003 - 2006)