

Korey Tockes

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PROFESSIONAL SUMMARY

Dedicated professional with a proven track record in customer service, content writing, editing, and management, seeking to use his experience and skills in a creatively-focused environment.

EDUCATION

Southern New Hampshire University: Manchester, NH

April 2024

BA Creative Writing and English

EMPLOYMENT EXPERIENCE

February 2025 - Present

Semify - **Digital Marketing Specialist**

- Uses AI and SEO strategies to increase small business's appearance on Google through website optimization, backlinking, editing/posting content, and social media posts.
- Works directly with publishing partners to increase their organic traffic.

November 2022 - Present

Harness Marketing - **Content Writer**

- Created 50+ SEO blog posts and website articles on diverse rock climbing topics, driving a 20% increase in organic traffic for clients.
- Conducts thorough research to produce informative, engaging, and SEO-optimized content tailored to target audiences.

November 2021 - July 2025

HMH Outdoors - **Customer Service Manager**

- Managed a small team of customer service representatives, improving customer satisfaction scores through effective coaching and mentorship.
- Monitored customer feedback and implemented process improvements, leading to a 5% increase in positive customer reviews and testimonials.