ANNA KINGSLEY

PRODUCT MARKETING PORTFOLIO

Private & Confidential

CASE STUDY

PowToon

CASE STUDY: PowToon (b2b and b2c SaaS)

Objective:

- Increase acquisition
- Increase sales/paid users (improve conversion from free to paid membership))
- Increase brand awareness especially in new geographies (USA)

Target Audience:

- USA/Canada, UK/Europe
- SMBs & Enterprises

Restrictions:

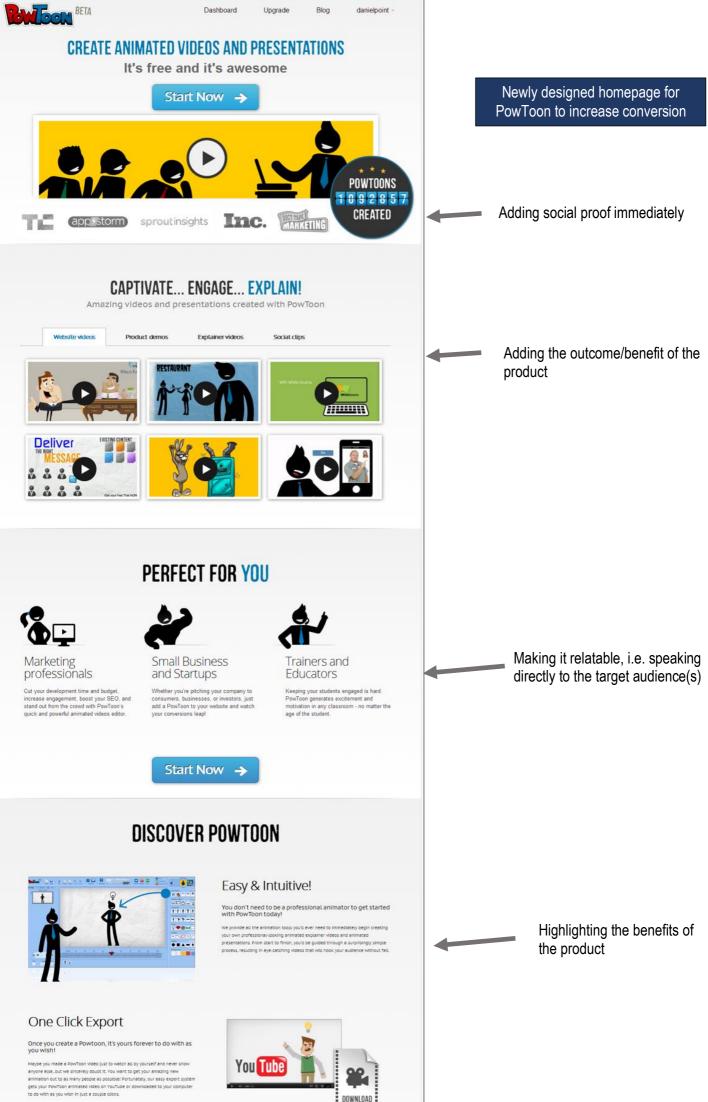
- Tiny budget and team
- Limited timescale

Solutions:

- Started optimising the product via the website, testing different designs for the homepage and pricing pages (the most critical pages to get customers into the basket)
- Analysing funnel drop off and optimizing
- Employed marketing channels + growth-hacking methods which provided the low-hanging fruit
- Casting the net wide (top of funnel) with a PPC campaign for email capture (more details to come on this)
- Optimizing the business model (Freemium): moving acquisitions from free users to paying customers by monthly sales promoted via email. By selling the most expensive version for the cheapest version we were able to convert customers easily. The email campaigns were linked to the content calendar so they were at key points of the year such as Thanksgiving, Christmas etc, as well as usual end of month sales.
- Expanded product features and templates e.g. change management convincing the CEO to try something new e.g. the idea for a Valentine's campaign resulted in the most downloaded template ever to that date at PowToon
- Creating an 'always-on' strategy with an active social media campaign, blogging (to also improve the SEO) and regular emails written in a very personalised tone, talking directly to the customer.
- In order to achieve this I had to grow the marketing dept (hired a content manager, webinar/social media manager, email marketing manager and designer) and suppliers (appointed an SEO and PPC agency).

Results:

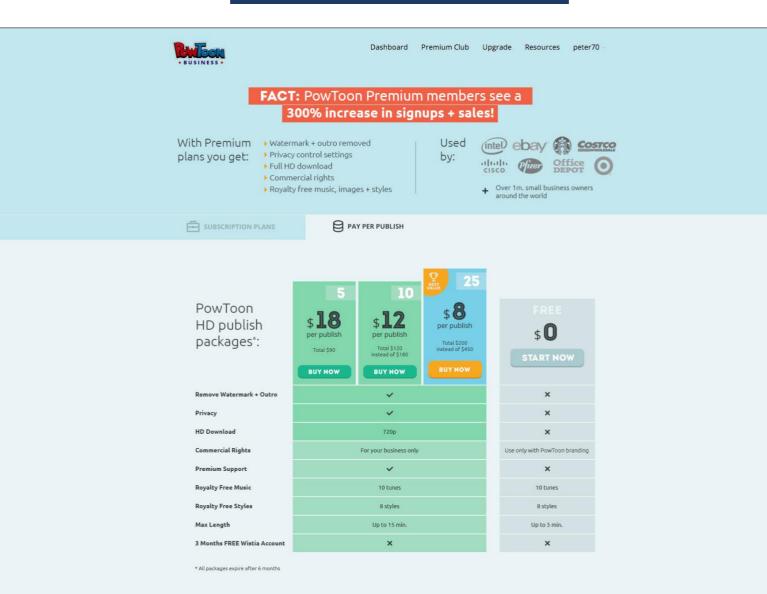
- Grew database from ~1M to 5M in 9 months organically (e.g. through promotions like the education one)
- Increased monthly rev by 200% by increasing the paid user base (e.g. through the monthly sales)
- Achieving the highest ever daily sales figures for the company with 85% take up on promos (e.g. Valentines)
- More than tripled the amount of PowToons being created (improved product with new templates)
- Within 6 months transforming PPC from a negative to a 400% positive ROI (collaborating with new supplier)
- Increased engagement and reduced funnel drop out through site optimisation
- Increased usage/take-up of product through adding to the product range with the launch of 'Slides' and 'Quick-Clip'.





Designs for a new Pricing Page

a/b and multi-variant testing & optimization



Hear it straight from our members



A unique product that is affordable, that crushes the competition

Once we started offering videos as an additional service to our web and design products our sales increased by 37%. PowToon is so easy to use, and their service is amazing, allowing us to offer a unique product that is affordable, that crushes the competition."

> Matt Jones CEO - Visioniz



I had a professional looking presentation or 'PowToon' in minutes

In the B2B market you have people coming to you at all different stages of the sales cycle, so we were able to make a few different videos (some funny, some general, some targeted to high tech marketers) in order to adapt to the different audiences that visited our both. Simply put, we love you guys!"

> Tamar Frumkin Marketing Director - Insightera



PowToon is great for product demos, concept videos and pitches.

I've made animated videos before. PowToon is definitely the simplest tool to use. The learning curve is so little that it took me just minutes to fully understand it ... and having used it extensively now 1 prefer PowToon videos over my usual marketing presentations."

> Vineet Markan Founder - Framebench

Continued optimization of Pricing Page a/b test

Premium



Brings Awesomeness to Your Presentations

Create

Sign up for free

Login

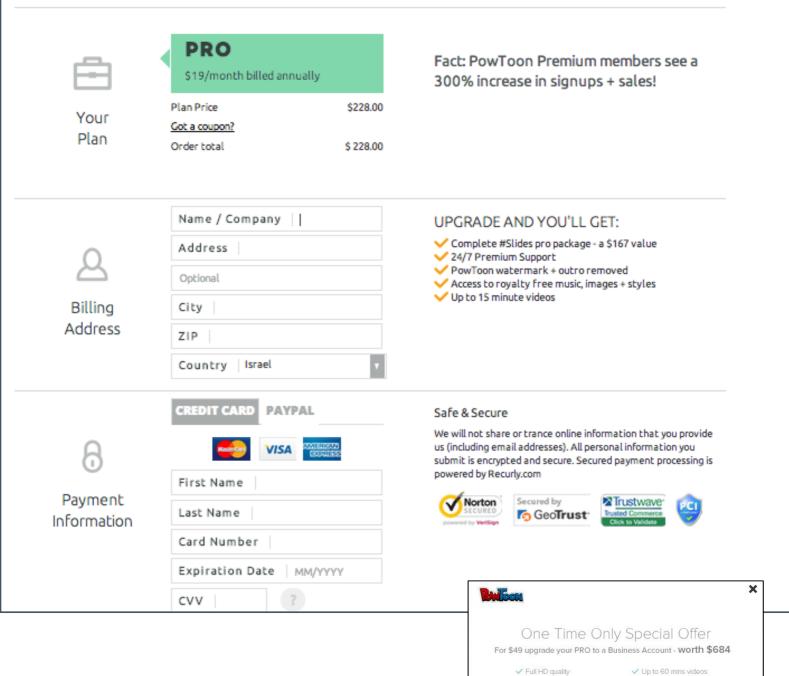
Fact: PowToon Premium members see a 300% increase in engagement

PREMIUM PLANS NULL	NOW SAVE 55% BUSINESS \$57, month billed annually GET PLAN or \$127, month with a monthly plan	NOV SAVE 65% NOV SAVE 65% PRO * 919/month billed annually GET PLAN or 959/month with a monthly plan	FREE \$0 START NOW
Slides Pro (worth \$167)	~	~	×
Remove Watermark + Outro	~	×	×
Privacy	~	×	×
File Download	Full HD Download	HD Download	No Download
Commercial Rights	3rd party transfer rights	For your business only	None
Premium Support	~	~	×
Royalty Free Music	Unlimited	20 tunes	10 tunes
Royalty Free Styles	24 styles	18 styles	11 styles
Max Length	HD 60 min/ Full HD 8 min	Up to 15 mins	Up to 5 mins

Optimization of Payment Page

RENECCI

PROCEED WITH A SECURE PAYMENT



Promotional pop up designed for PowToon

This offer expires if you click away

Unlimited royalty free styles

✓ Unlimited royalty free styles



SICES COUR Pro-Sideshow-To- CREATE DASHBOARD PRICING TUTORIALS BLOG ANNA46



Brilliant Design

#Slides features beautiful, modern templates and dazzling designs, with a dash of PowToon's quirky, animatedy entertaining style. You can also fully customize your #Slides presentation within the PowToon Studio.

The Ultimate Solution

#Slides solves your major presentation frustrations. Say goodbye to budgeting for professional designers with #Slides' quick and easy to make presentations that will leave your audiences spellbound. Don't just take our word for it, try it for yourself!





Clip-A-Vid™ Technology

In addition to creating presentations that will impress even the most seasoned professional designers, we are taking your presentation production to a whole new level with our patent pending Clip-A-Vid* feature. This new technology from PowToon allows you to create Quick-Clips* within your presentation by cropping and embedding any YouTube or personal video into your slideshow, giving it that extra splash of Awesomeness!





Cour Pro-Slideshow-To-CREATE siides HH PATENT

DASHBOARD PRICING TUTORIALS BLOG ANNA46

embedding any You lube or personal video in your slideshow, giving it that extra splash of Awesomeness!

Meet the Quick-Clip™

A Quick-Clip" is a series of two or three slides combining a short sentence and an embedded video. The pizazz this adds to any presentation is unbelievable! To see this game-changing technology in action, check out our gallery of users' featured Quick-Clip" for inspiration to create your own.





Create & Win

To celebrate the #Slides revolution, and to experience the full Awesomeness of this technology, we've got a competition for you! For 10 weeks we will pick one user-created Quick-Clip" as a weekly winner. The Grand Prize Winner will be the weekly finalist with the most Likes and Shares. Here's how to enter and the full Terms & Conditions.

Satisfy Your Curiosity

If you feel that burning desire to know what movie/TV show is featured in a Quick-Clip", just share the link on Twitter using #Slides to find out!

COMPANY

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ARTICLES

Create Cool Animated

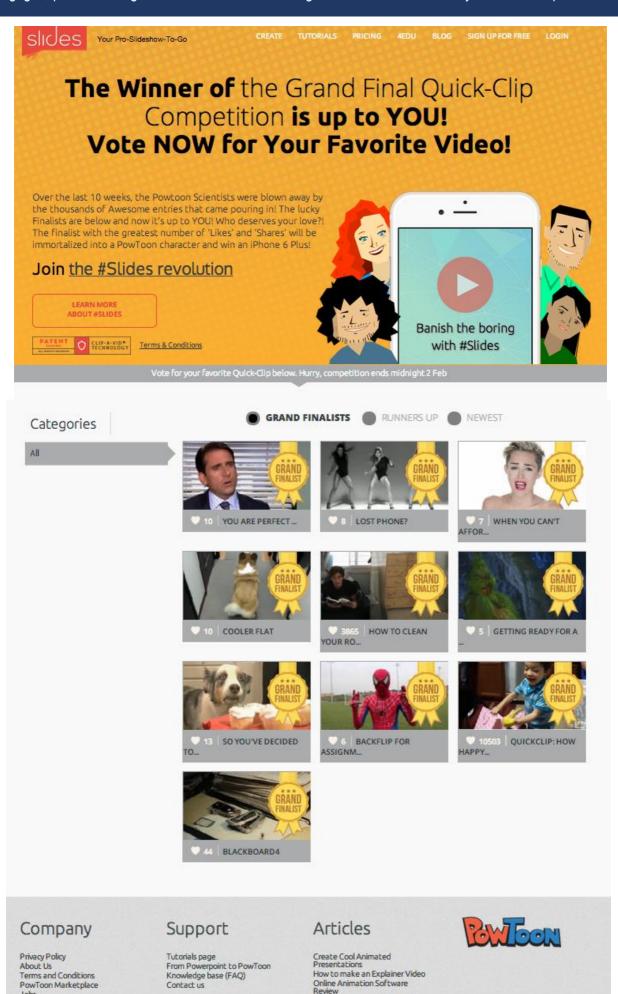


Presentations How to make an Explainer Video **Online Animation** Software Review Best free powerpoint alternative



SLIDES LAUNCH COMPEITION:

Was held over a 10 week period with weekly winners and an overall winner. Emails showcasing each week's winner kept audience engaged, plus the voting mechanism we used for the grand finalist ensured virality and ensured product take up.



Best free powerpoint alternative

Launching 'Slides' and 'Quick-Clip with a competition with a viral impact



Anna here, PowToon's Chief Marketing Scientist

I can't believe it's already been one week since we launched #Slides and started our Quick-Clip Competition in celebration. I'm loving all the creative entries! You really must check them out for yourself, some of them are hilarious!

Us PowToon Scientists have been completely addicted to Quick-Clipping, and it seems a lot of people are jumping on! I think it's because Quick-Clips are the perfect antidote to boring. They're not just good for winning an iPhone 6 Plus, they can spice up pretty much anything!

Please join me in congratulating our first week's winners (drum roll please!) they are...



[name XXX] who is this week's most Awesome Quick-Clipper



Lorem ipsum dolor sit met,

And our four runners up:

Peter Berezhansky - with All I Want... Peter Berezhansky - with All I Want... Peter Berezhansky - with All I Want... Peter Berezhansky - with All I Want...

If your Quick-Clip didn't make the cut this week, don't worry - you can enter the competition as many times as you like! Our judges are looking for funny or Inventive Quick-Clips that are a series of two or three slides combining a short sentence and a video under 30 seconds.

Keep Quick-Clipping - you're Awesome!

Anna CHIEF MARKETING SCIENTIST

P.S. Remember, for your Quick-Clip to be eligible for the competition it must be under ten slides and any video in it must be under 30 seconds.



Banish the boring with #Slides



SHARE THE AWESOMENESS

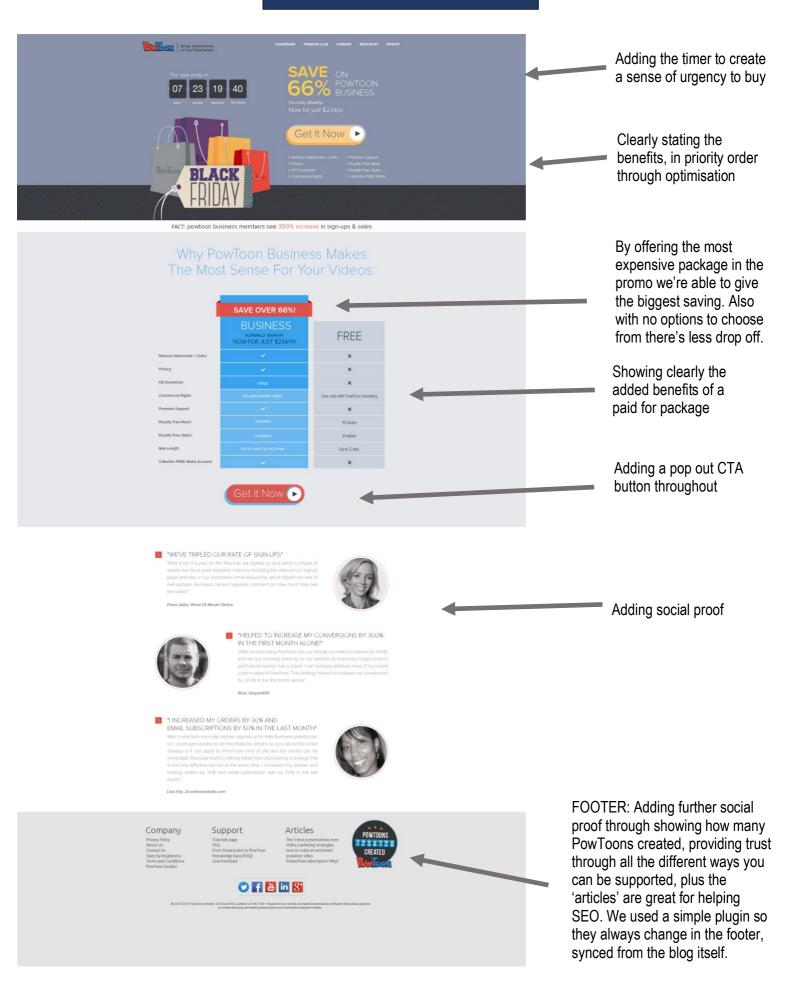
ELike Stweet S+1



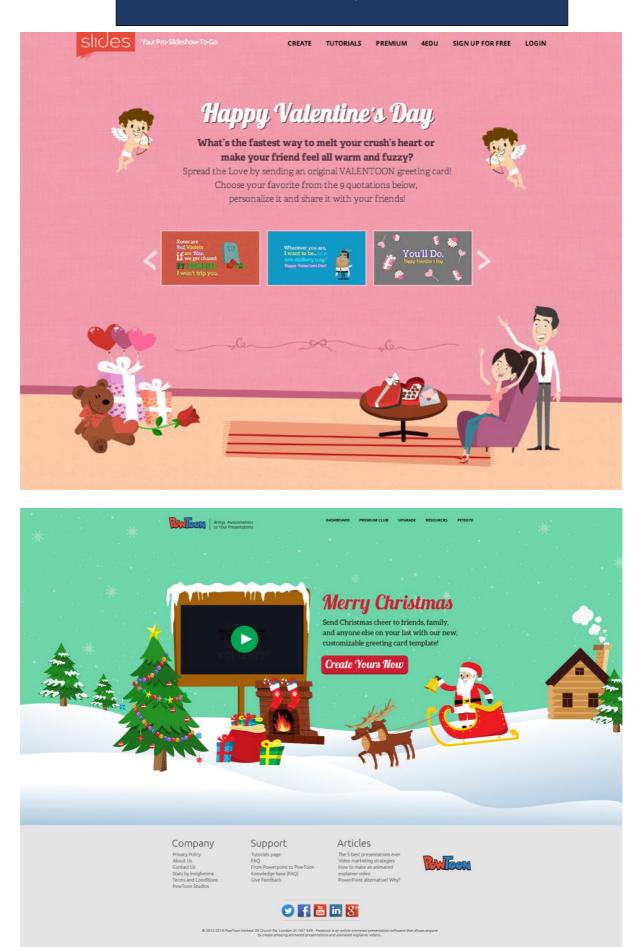
PowToon Ltd. 28 Church Rd, London, HA74XR United Kingdom.

You are receiving this email because you signed up to be awesome.

Landing Page: Black Friday Promotion



Example of Change Management: This Valentines Promotion resulted in this template becoming the most downloaded template ever at the time.



Creating the CRM Laydown: Christmas Card template Landing Page: Promotion to increase engagement within the education sector target audience, a specific target audience for us.

This promotion resulted in approx. 1.8M new users and didn't cost a dime!



- 1. The key selling points (KSPs) were specially developed for this target audience. I spent a while analysing which would be the most compelling aspects of the product for them and what was the best priority order to put them in.
- 2. The characters and design were developed specifically to appeal to the audience too, i.e. pics of teachers, and then the hint of their pupils in the gradient background
- 3. We have a clear CTA
- 4. We gave an extremely compelling offer, they can get access for 60 students through this
- 5. We reminded them of not only the benefits to themselves (as teachers of PowToon) but for their students too.
- 6. We also created a sense of urgency by giving the promo an end date.



Hi, Anna here

I recently realized I've never properly introduced myself to you. I'm PowToon's new Chief Marketing Scientist.

In keeping with the Thanksgiving season I actually wanted to take this opportunity to thank you for being the most amazing Tribe ever. I absolutely love reading all the beautiful messages from you. In my 20 year career, which has involved being responsible for the marketing of some of the biggest brands in the world, I've never experienced such incredible feedback from users. I'm literally overcome with feelings of gratefulness, so I hope you don't mind me sharing this with you!

You continue to blow my mind with all your creativity - just check out The Gallery of all the Awesome Quick-Clips you've made for our Competition.

As a small token of my appreciation, I've had our talented PowToon Scientists here make this brand new template that you can use to tell the special people in your life how grateful you are. I hope it helps to simplify your holiday to-do list. Cross off trips to the post office, stationery purchases, and crampy hands from letter writing, and spend some extra time with those you love.

So once again thanks for your support, for being part of the PowToon community, and for just being you!.

You're Awesome!

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CRM DEVELOPMENT

By personalising the emails and speaking to the audience in a tone of voice they would relate to we enjoyed incredible engagement. We had many users write in with very lengthy emails giving us their appreciation and success stories.

In this email we're also giving them something TIMELELY and USEFUL i.e. a template they can use for thanking people for this holiday season.

We enjoyed very good results from this promo.

As this was during the time of the launch of Slides it was another way to remind them of the competition and link to it, to increase take up of the product further.

We also developed our own Avatars and job titles for our comms with our audience, hence me being 'Chief Marketing Scientist'!

Hi, Anna here

I have a confession to make ...

Please don't judge me for what I'm about to say, but I always find that during the holidays, this "season of giving," I feel like spoiling myself. Is it just me?

And it certainly doesn't help that somewhere along the way we all learn that being even the tiniest bit selfish is a bad thing. So of course, as the gift-giving season draws nearer, so does the inevitable guilt fueled by an unquenchable desire for new things.

If you can relate to my seasonal dilemma, I think you'll be really excited about this new present from the PowToon Scientists that adds up to a savings of \$1,368. If you buy a Business Membership TODAY, you'll get 3 years for the price of 1 - a value worth \$2,052. Keep two years for yourself, and give one as a gift.

I think this could be just the thing to satisfy that itch to splurge, while still crossing a name off of your list. Whether you're at a loss for what to get your colleague or client, you want to become the office favorite, or you're racking your brain trying to think of the gift for that person that has everything, this deal will solve your gift-giving woes.

As a PowToon Business Member you'll receive:

Complete #Slides package for quick + easy, stunning presentations
24/7 Premium Support
HD/Full HD downloads to computer + uploads to YouTube
PowToon watermark + outro removed
3rd party resell rights
Unlimited music, images, + styles
Full-length, 60 minute videos
Advanced, live training webinars
Plus, with our current promotion, share the joy of a year of Business Membership (and all of these Awesome benefits) with anyone your heart desires!

Do something nice, while getting away with treating yourself. Two for you, and one for someone else...

You're Awesome!



P.S.

By the way, if you're panicking about forgetting to order the office Christmas cards this year, have no fear! Once again the Scientists are here to your rescue with our festive new Christmas Template to simplify merry-wishing.



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CRM DEVELOPMENT FOR POWTOON

This promotion ran throughout the holiday season and was extremely successful as we'd created an extremely compelling offer. As well as making the price saving clear we introduced the idea of 'giving' as it was the holiday season, so by buying two you'd get one extra free to give to someone else.

We created a special mechanism so that users could forward this as a gift to someone else too, thus increasing the reach further.

The landing page for this sale Is on the next slide. This email clicked through to it in several places.

LANDING PAGE FOR PRODUCT SALE:

As with everything in the previous example of the Black Friday Sale, offering the biggest savings also showing how much the package is worth and that you're able to get 3 accounts ensures positive take up.

New Years Blow Out Sale

Upgrade to a Business Account for just \$249 TODAY, and get 2 years of Business for yourself and 1 year for someone else a package worth \$2,052!

SAVE 87% NOW >>

Our Business Accounts are normally priced at \$684 annually, so buy NOW before this limited supply runs out.

Kickstart 2015 and make your goals a reality by taking advantage of this incredible savings TODAY >>



SHARE THE AWESOMENESS

Like 🍤 Tweet 💈 🗄 Share



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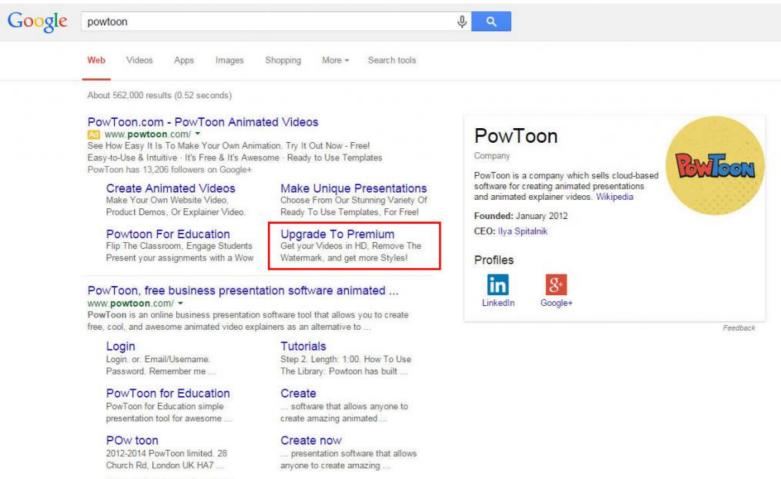
PPC:

Challenges:

- PowToon had entered a highly competitive market with large and successful competitors, meaning core keywords were expensive.
- At least one main direct competitor was bidding on our brand keywords, raising the CPC by 10%.
- As the majority of users signed up for PowToon's free packages, maintaining a positive ROI as we expanded our activity was also a challenge.
- As traditionally PowToon's management had not achieved a postitive ROI through PPC it meant I was under even further scrutiny to ensure the campaign worked. This is another example of change management.
- Due to this apathy, I also had to start the campaign in an extremely limited budget. As there were also a lot
 of different keywords we needed to bid on, plus territories we wanted to target it meant that the campaign
 was extremely fragmented so it was harder to get results/learnings would take longer.

Solutions:

- Initially our activity targeted US users, before expanding internationally. At this point we created
 geographical clusters to track the best performing campaigns in each region. The countries with the highest
 performance were then split from their clusters and separate targeted campaigns were created to attract
 users in these regions.
- We used multiple types of ad extensions, notably sitelinks to the Pricing Page from brand campaigns. This
 helped capture already registered (freemium) users who were searching for PowToon in order to login, with
 an irresistible value proposition for the upgrade.



More results from powtoon.com »

- We also employed smart remarketing campaigns to better target those users who had signed up for free, to encourage them to subscribe to a premium plan.
- This group of users were emailed the end of month sale offer from PowToon, offering major % discount off the most expensive packages. As the number of recipients who didn't open the email was quite high, we then took this list of users and retargeted them using Facebook.
- Audience insights on Facebook showed the majority of this audience were from a certain profession. From this data, we created a Lookalike Audience and developed a campaign targeting that segment of professionals with sponsored posts.
- Additionally, we implemented broad campaigns to target broader match terms and attract new clients within the limits of the budget.

Results

- Within six months we'd achieved a 400% ROI
- Employing these tactics, alongside PowToon's organic growth, enabled campaigns to grow steadily, and at the same time, improve ROI.
- As we gathered more and more data to optimize on, we are able to test new ideas and capitalize on the growing free user base as an engine for conversion to paying clients.
- Overall it resulted in long-term sustainable growth

BRAND & PRODUCT BUILDING & CORPORATE STORYTELLING

For

- FlagshipReporting.com
- Cliqa.io
- Crave.io

Building the website/proposition (this is part of the homepage - work in progress) for Flagship Reporting, a SaaS Fin-Tech product.



Reporting Reinvented

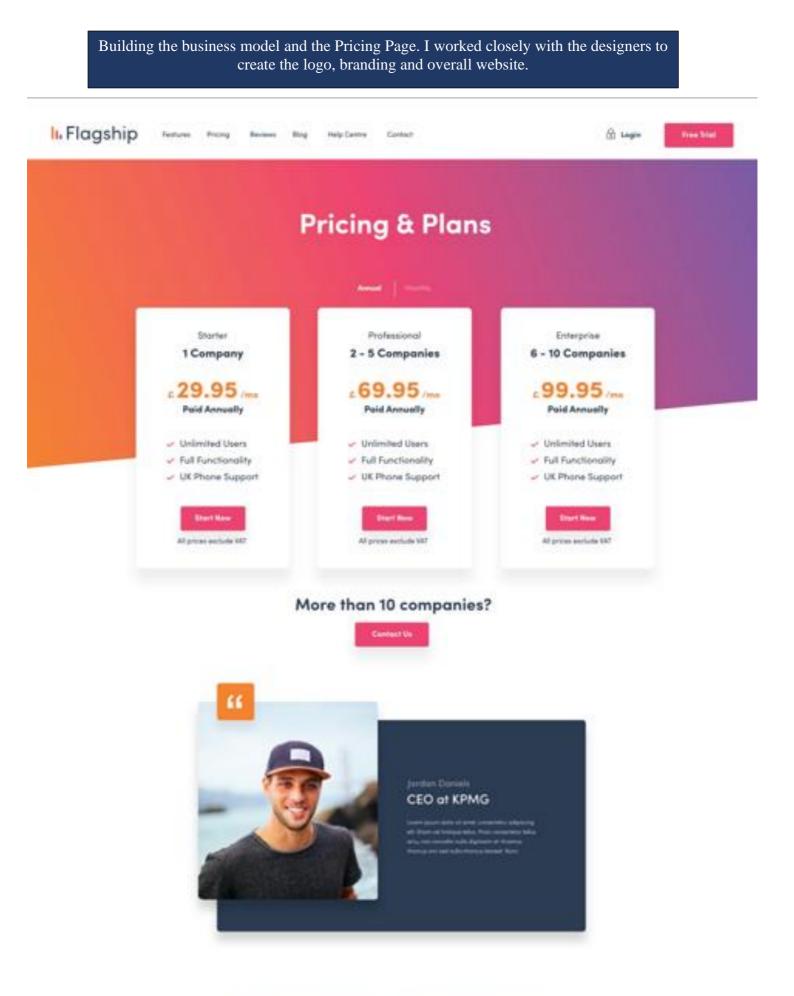
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Dashboards	-	11	
Excellence and excel descenses with special scale of the sector. It has not descenses. Exclusion - sets (Re-related yes) Restriction	61.418		

Quick. Easy. Intuitive.

Take your reparting to smather lavel:





Have any queries? We're here for you.



CLIQA: Copy & Branding for The App Store

Before I could write this, I went through a whole branding process to work out the product's characteristics, value proposition, vision and mission etc.

App name/title and tag line

Cliqa Classify. Capture. Collab (25 characters)

Short (170 characters) description:

Easily magic up photos. Catalogued from the start, you'll never need to scroll back again! Collab with friends as your true self. Create memories together. (158 characters). winner

Long description:

Cliqa disrupts the way you take photos by getting you to be organised from the start. No more wasted time scrolling back. With Cliqa you'll access your photos instantly - they're always to hand. Remember the good old-fashioned photo album? Well Cliqa is a real-time collaboration tool that gives you the framework to create albums so the right photos go to the right people. With Cliqa, you can be your real self (not the paint-brushed you). Enjoy the magic of creating memories together with your close friends and family.

iPhone short version (80 characters)

Categorize 2 magic up photos. Collab on albums & create memories together! 78 characters

Tags/SEO

- Shared Memories Simplified
- Sharable Memories Simplified.
- Shared Memories to Hand
- Building Memories Together
- Easy Sharable Memories.
- Collab with friends
- Get your photos organised
- Access Photos Quickly
- Share Memories Easily
- Your Photos to Hand
- Collaborative Memories
- Collab With Close Ones.

- Create albums to categorize your photos
- Your Photos. Sorted & Shared Simplified.
- Shoot, Sort & Share pictures
- Photography Simplified!
- Catalogue photos
- Capture your photos
- Collate your photos
- Classify your photos
- Creating memories together
- Capturing photos together
- Sharing photos easily
- Shared photo albums
- Digital real-time photo albums

Permission pop up texts:

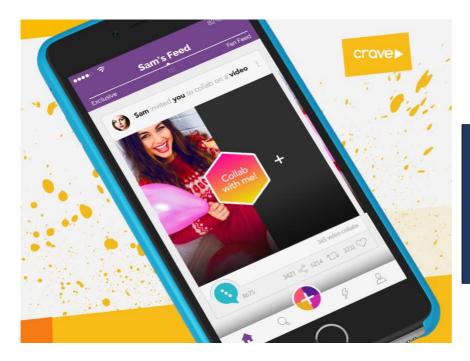
- 1. Cliqa would like to access your storage: so you can share photos with your family & friends. Photos are completely secure. You're in control of who sees your pics.
- 2. Cliqa would like to access your microphone: so you can hear the sound on your videos & share awesome moments with family & friends.
- **3.** Cliqa would like to access your camera: so that you can take pictures which automatically go into albums and are organized from the start.



I created the whole brand for **Cliqa**, which included corporate storytelling, writing all the copy for the website, which I also designed and built from scratch, www.cliqa.io

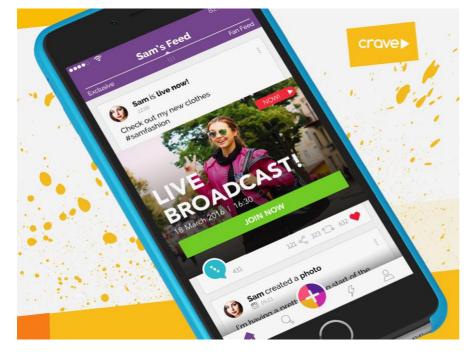
I also got Cliqa investor-ready which included creating the pitch doc, elevator pitch, helping with Sales Enablement, writing the Marketing Strategy and Business Plan for.

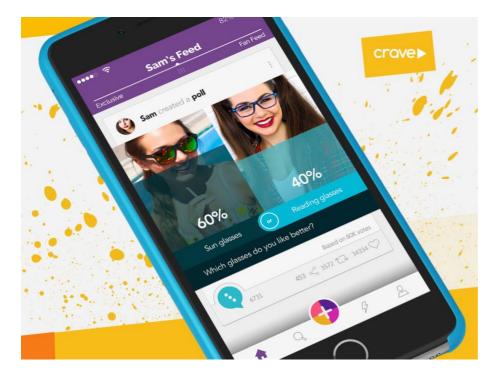


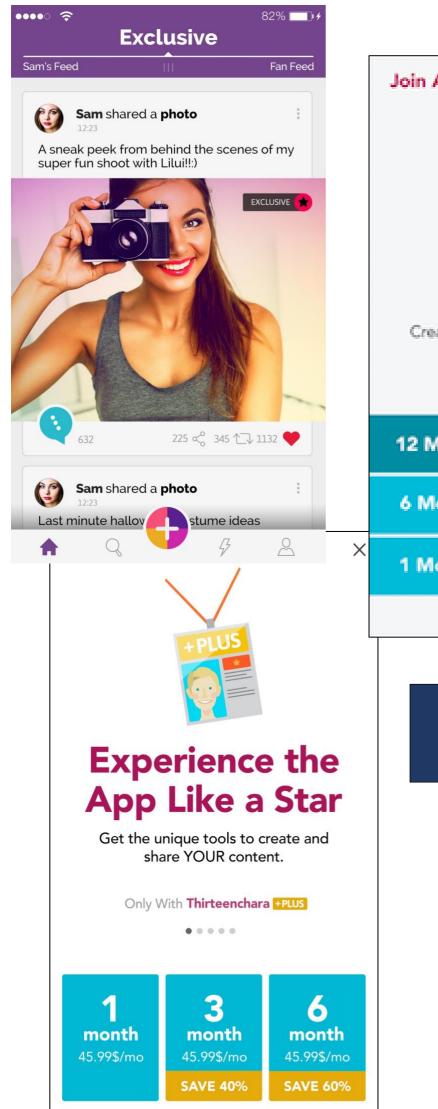


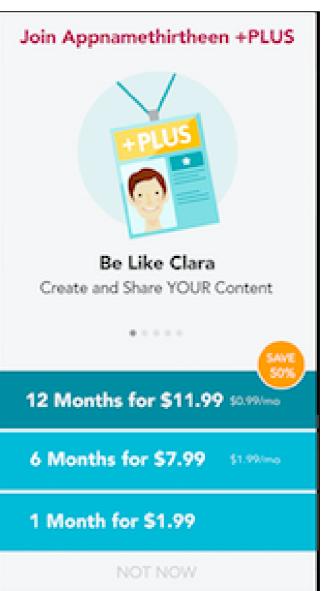
Slides from a Sales Enablement deck for Crave.

An app that helps influencers and creators connect and collab with their fans.









Creating the App itself & the upsell/biz model. Scamps for A/B testing the Subscription Page.

Features

With thousands of digital influencers owning the social media space and commanding the attention of millions and millions of people. Crave is disrupting and re-outionizing the entre social market by handing our Creators ownership over their audience. We are empowering you with the tools to break free from the boundaries of third party platforms that prevent you from reaching and directly communicating with your fams, as well as having full transparency over your audience's metrics and data.

Crave awards you a dedicated spotlight where you not only own the show, but have the ability to co-create and collaborate directly with your fandom Your audience will be completely captivated by your content without the distractions of competing digital noise.

ve is transforming the digital space for Creators and changing the way uencers run their business.

Engage

Collaborate with fans on co-creating content
 Live broadcast and host live Q&A sessions
 Integrate all your social feeds
 Engage fans directly and personally
 Distribute all your content from one place

Grow



- Build & nurture super fans by offering exclusive content for subscribers
 Grow your fan base on one platform
 Clay the virial saped created by the unique content collaborations with fans
 Have presence and be searchable on both the AppStera and GoogleRay
 Enjoy a 100% native custom branded app

Monetize



Create & sell virtual and digital goods
 Offer subscriptions to fans for full access
 Enjoy increased revenues from ad integrat
 Complete ownership of app data
 Increased revenue split
 Sell merchandise

Benefits

As a result of these unique features, now fans can really feel like they are a part of your brand and ultimately will be more compelled to show their support and grow your fandom.

YOU AND YOUR FANS AS ONE

What better way to amp up your engagement then co-creating and collaborating directly with your fandom! Many of your followers aspire to be like you and what better way to encourage them than to build content WiTH them! Collab on videos, images, work in progress, share opinions, gain insight the potential to expand your artistic creation and vision is encliess!

Make it rain

Now that you have your own custom app you can enjoy all the financia benefits that come with it increase in revenue is just one of the many assets of using Crave's platform to build your online empire!

Example of webpage with the new branding I developed for Crave

Really working out how we could sell the app with benefit-driven copy.

crave

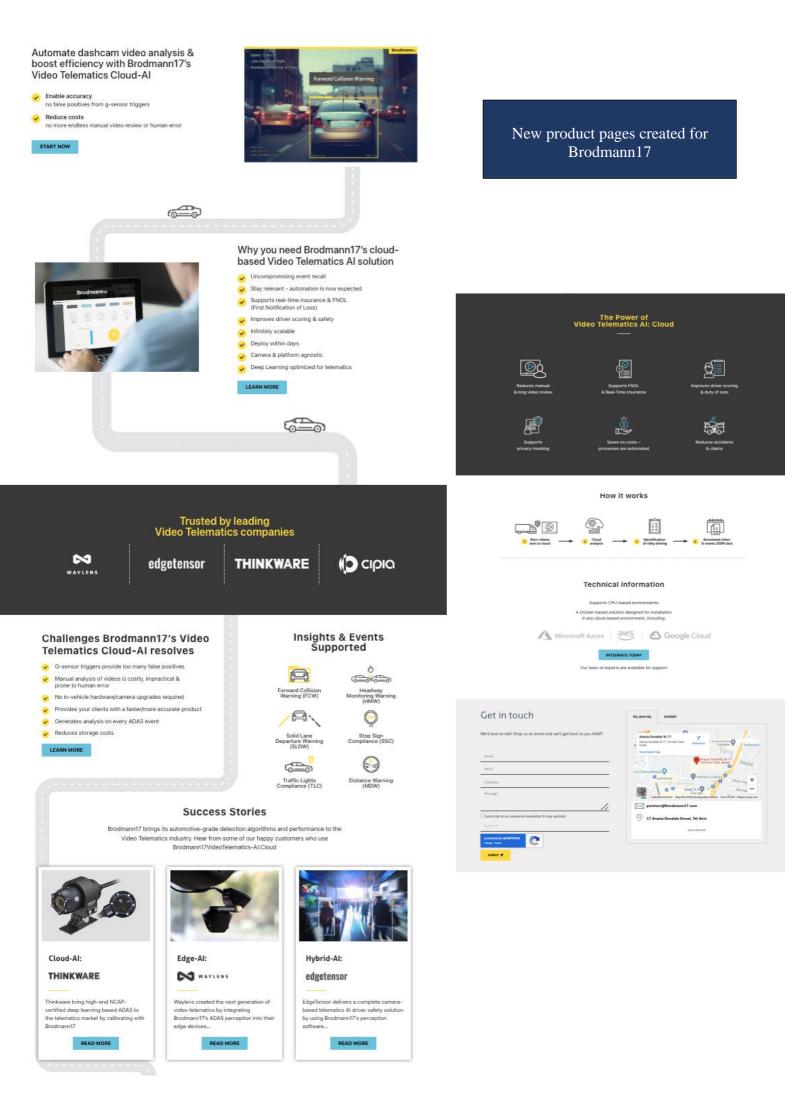
Sign up to our Newsletter

Get access to new features and benefits being added regularly!

Email



Stay Connected (f) (in) (15)



EXAMPLES FROM GTM STRATEGY

- Competitor research
- Persona Creation
- Brand positioning

COMPETITOR RESEARCH

1.

Plotting the proposition next to the direct competition to work out the differentiators.

	Pricing	Objectivity	Quality of content	Accessibility	Continuous Engagement
Invivox			+	+	+
QMP (Quality Medical Publishing)		+	+	+	+
IMCAS					
ISAPS		+	+		+
American Aesthetic Association					+
Company-sponsored activity			+	+	
Client's company		+	+	+	+

2.

С

Slicing n dicing the community to understand how we would segment it.

Community Segmentation

Early learner	Intermediate	Expert	Faculty/KO
Years in practice Resident/ fellow developing specialty Within the first 3 years of practice	Years in practice 4 - 8 years' experience Focus on expanding clinic/ practice 	 Years in practice 9 – 14 years' experience Established, successful clinic/practice Generally performing high # procedures 	Years in practice 15+ years' experience Established, successful clinic/practice World-renowned thought leaders
Skills level Interested in developing basic skills: Anatomy, Patient measurement, etc.	 Seek to improve procedural confidence, skills, outcomes Seek training in fundamental "business-makers" 	 Skills level Have perfected surgical technique, philosophy May be involved in training & education but primary focus is surgery, procedures May work in both public & private practices 	 Skills level Time mostly spent educating/training others, publishing and presenting research May be operating lower quantity of patients
Main priorities/concerns Main priority is to observe specialty-focused procedures	Main priorities/concerns Concerned with complications, revisions Concerned with their ability to meet patient demands Concerned with negative patient reviews	 Main priorities/concerns Concerned with serious long-term complications (ALCL), litigation, communication w/ patient groups Seeking opportunities to speak/ train others 	Main priorities/concerns Limited brand loyalty Contracted with several implant providers Happy to collaborate w/ colleagues
Experience in education Learning development in hands of director/supervisor	Experience in education Actively seeking learning opportunities	Experience In education Involved in publishing and are on-circuit Macro-influencers 	Experience in education Highly active on Congress circuit Involved in studies and publications Mega-influencers
XY	Our primary user segment	Our trainers	s / faculty

CREATING PERSONAS

Persona 1: EARLY LEARNER

NAME: Lissa Bergstrom AGE: 26yrs LOCATION: Copenhagen, Denmark OCCUPATION: Senior Resident plastic surgeon JOB TITLE: Resident Doctor SALARY: 52,000 USD STATUS: In a domestic partnership

BACK STORY: Grew up in Denmark; mother was a psychologist and father was a General Manager of a fortune 500 company. Her parents installed in her the importance of education and pushed her to do well at school, however Lissa always had an inner compass to succeed, and did particularly well in the sciences. She was popular at school, but cerebral; whilst she enjoyed socializing, her primary focus was on her achievements. She recently finished her rotations and decided on plastic surgery because, as a woman, she felt she could help other women. She lives in a family-owned apartment with her boyfriend, who is also a resident in general surgery.

LIFE GOALS: wants to be recognized in her field of plastic and reconstructive surgery. Doesn't currently consider children but assumes it will happen one day.

FRUSTATIONS: She is tired from a rigorous schedule; despite changing laws on maximum number of work days for doctors, Lissa still finds the residency arduous, although challenging and interesting. **DAILY ROUTINE:** Currently completing her final year of residency. Rides her bike to the hospital. Likes outdoor sports, hiking, running with her boyfriend, and goes out with friends or organizes at a dinner at home sometimes, but has a very busy schedule at the hospital, which changes week to week.



INTERESTS: Currently laser focused on developing her basic skills as a doctor, and obtaining as much experience as possible from the doctors whom she respects. Tries to pay attention to eating habits and cook where possible, but let's face it – the long hours at the hospital are conducive to eating on the fly.

MEDIA CONSUMPTION: Reading medical publications online to learn more, including "Plastic and Reconstructive Surgery;" watches surgical videos on IMCAS Academy to learn more; is adept with social media but doesn't have the time to post obsessively. Listens to podcasts.

CONTINUAL EDUCATION HABITS: Medical / surgical videos, free content as much as possible. Observant about spending habits and anyways has not much time to spend on extras.

PAIN POINTS WITH THE ABOVE: Wants to be taken seriously. Working as a resident, Lissa relies on having a positive role model, mentor and supervisor who will invest in her education and help her in her career. Sometimes she has an amazing supervisor, who brings her into tough cases and invests in her education as much as possible. At the moment, Lissa has a supervisor who is more focused on politics and Lissa is at times frustrated that she doesn't have enough opportunities for advancements. Overall, Lissa is very happy. Working in Denmark means the laws and structure of her residency program are supporting her advancement.

Persona 2: INTERMEDIATE

NAME: Jane Parrsons-Bertrand AGE: 37 yrs LOCATION: London, U.K. OCCUPATION: Dermatologist / Plastic Surgeon JOB TITLE: M.D. SALARY: 120,000 USD/ year STATUS: Married, 1 child



BACK STORY: Both parents were doctors, so she grew up in a medical environment. Achieved at school and attended the finest institutions. Lives in central London with her husband. Has one child and plans to have another child shortly.

LIFE GOALS: Wants to grow her practice, and raise her family. Her husband is an entrepreneur. Both are very busy, but it seems that her husband recently has more time to spend with the kids which frees up her time to expand her business and attract more clients.

FRUSTATIONS: Patients who have unrealistic expectations, or who have psychological problems and blow up her phone with issues that don't exist. She's also frustrated by complex and revision cases, that she or another doctor have been unable to solve properly. Jane does not like the heaps of administrative work that take her away from what she loves to do the most – be with patients and make them look and feel more beautiful. Concerned by on-line negative patient reviews.

DAILY ROUTINE: Wakes up at 5:45 daily, prepares lunch for her child and takes her to school before going to the clinic by 7:30. Works until 8:30 p.m. and is twice per week at the public hospital doing breast reconstruction cases. Does yoga 2-3 times per week and is starting meditation from time to time.

INTERESTS: Growing her practice and attracting more patients is her number one interest and aim right now. Learning a bit about marketing on-line. Knows about the major beauty trends but is not obsessed by it, and wears expensive, high quality clothing – both known brands and young designers. Enjoys a biannual holiday with her family; also volunteers for associations that help women who are the victims of human trafficking. She would like to train younger surgeons one day, when she will be more established in her practice.

MEDIA CONSUMPTION: Reading medical publications online, including "Plastic and Reconstructive Surgery;" watches surgical videos on IMCAS Academy to learn more; is using social media to promote her practice and has hired a marketing firm to help her grow her practice.

CONTINUAL EDUCATION HABITS: Medical / surgical videos. Attending educational events, either sponsored by companies or on her own dime to Congresses. Very interested in developing her knowledge in her field and positioning herself. Listens to podcasts.

PAIN POINTS WITH THE ABOVE: It's tough establishing a new practice of her own. In addition to being a doctor, she also has to care about the business aspects, ensure proper profit margins, manage large investments to make the clinic exclusive and prestigious (and ensure the latest technologies are on hand!), market her business, and manage patient demands and complications.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
4	2	9	7	8	6	10
World Cancer Day National Homemade Soup Day Superbowl 52	Chocolate Fondue Day constitution Day in Mexico Birthday of Mary, Crown Princess of Denmark	Sami National Day Birthday of Princess Marie of Denmark	National Fettuccine Afredo Day	Boy Scout Day Preseren Day in Slovenia	National Bagel and Lox Day National Pizza Day Feast Day of St. Apollonia (patroness Toothache Day)	Umbrella Day Feast of Saint Paul's Shipweek in Malta
Itinerary/blog promoted: http://blog.routeperfect.com/top-20-honeymoon- travel-dextinations-of-2017/	Rinerary/blog promoted: Rinerary/blog promoted: Alleen review share - dont forget to mention FB profile http://blog.routgenfect.com/majestic-scandinavia- on twitter as well		Rinerary/blog promoted: Pasta blog (AP to confirm this has been written)	Hänerary/blog promoted: Budget millenniais Romantic Slovenia	thinerary/blog promoted:	itine ray/blog promoted: ask teaam to post picture Keyword:
Facebook: Your Mioneymoon is a once in a lifetime experience I and you want to choose the perfect place! I We've narrowed it down for you - check out our dificial ist of the best homeymoon lidestinations for 2018 and start planning your they boday!	Feeebook: Want to know how to effortlessly plan the perfect trip? If And now to effortlessly planned, how about trip? If And the perfect the to the out and the perfect of the planning your perfect trip today!	Facebook: Huppy birthday to Denmark's IPPrincessMarie! Impried to celebrate with a visit to Demmark? Start famming your trip to IBCandinavia today and SAVE CDORIGO The Anning You trip to IBCandinavia today and SAVE CDORIGO Intro://good/13h2jl. Explore the world YOUR way with Explore the world YOUR way with Explore the world YOUR way with Intro://good/save.com	Facebook: Everyone knows that the best comfort food around is apasta, so Musiconal esturationalined0by is failing in the writer is just perfect	Facebook: Walentine:Day 🐨 is coming, but your budget is tight and a Monantic getaway seems on of the question. • Don't warry, we've goty you covered Check out our fact of KSovenia's most romantic and Maffordable destinations. Start planning your getaway today! •	Facebook: Win 550 off for your dream trip in our # Valentinespay context (All your need to do is count the heart enois we've put on our facebook posts from Fab 1st up to and including Feb 14th (Just PM us your answer and we'll send you a coupon.	Facebook: The Umbrells Sky Project 🂢 gives some brightness to an otherwise dreary accessory and unities people from around the world! A Have you seen an #Umbrells Sky Project in your country? Post a pic in the comments and say where you are!
Twitter: Your liftoneymoon is a once in a lifetime experience	Twitter: Want to know how to effortletsky plan the perfect Want to know how to effortletsky planned, how about Saving up to 20% on your hotels 2. © Check out Alien's treew of Bouteperfect, and benefit from her step by step guide. Start planning your perfect trip today! 💸	Twitter: Happy birhday to Denmark's #PrincessMarie! Inspired to chebrate with a visit to Denmark? Start famming your trip to liScandinavia today and SAVE CORSI, and https://goo.g/MrZiyw ta Explore the world YOUR way with www.routeperfect.com!	Twitter: Netter: Rehyone knows that the best comfort food around is lapasta, so a WhationalifertucineAlfredoDay is falling in the whiter is just perfect. So Learn a bit more about this deficions food, and start planning your trip to Mtaly! I https://goo.gl/coyve II Create YOUR detam trip TODAY and SAVE <20% with www.routeperfect.com	but your tion. co ost stions.	Facebook: Win 550 off for your dream trip in our # Win 550 off for your dream trip in our # Valentinesing context! © All your need to do is count the heavy context! Count the heavy out an our © Facebook posts from Fab 1st up to and fuelding feb 14th i© Just PM us your answer and we'll send you a coupon.	Twitter: The Ulumbedia:Sy Project 📩 gives some brightmes to an otherwise drawy accessory and unities people from around the world! Thave you seen an Umbrella Siy Project in your country? 🗇 Post a pic in the comments and say where you are!
Blog updated: http://blog.routeperfect.com/top-20- honeymoon-travel-destinations-of-2011/ Taube	Blog published: Budget milennials Romantic Slovenia	Biog updated: http://biog.routeperfect.com/majestic- scandinavia-dermark-norway-sweden ^r Taube	Blog published: Slovenia blog	Blog published:	Blog updated: http://blog.roudeperfect.com/10-most- romantlo-small-towns-in-france-as-chosen- by-foudeperfect-travelers/ Taube	Itinerary/blog published:
Update Deadline: 28/1		Update Deadline: 30/1	Copy Deadline:	Copy Deadline:	Update Deadline: 2/2	Copy Deadline:
1	12	13	14	15	16	17
Make a Friend Day National Foundation Day in Japan	Abraham Lincoln's Birthday Danwin Day Shrove Monday	World Radio Day - i had an idea to connect songs about the cities/countries and make kind of contest - who knows more. Paris France etc. We can start the list and ask users to continue Mardi Gras - also massive Galentine's Day	Valentine's Day	National Day in Sertria - its mentioned only in 2 blogs S is on 32nd place National Flag of Canada Day Singles Awreness Day	Chinese New Years Day of Restoration of the State of Lithuania National Almond Day	Random Act of Kindness Day
Itinerary/blog promoted:	lkineræy/blog promoted: meme https://blog.roundeentect.com/b https://drive.google.com/file/d/1nHh71_NVX_SKJWpB poland-friends-european-trip/ Uu2811V6yTigAv7OQview/?usp⇒tharing	est-destinations-	Rine-tary/blog promoted: Common promo, not results	ltine rary/biog promoted: http://biog.routeperfect.com/plan-a-trip-to- europe-best-cities-netherlands-solo- traveler/	Itinetary/blog promoted: Itinetary/blog promoted: http://blog.couteperfect.com/plan-a-trip-to- https://www.routeperfect.com/pop-itinerary/all- i europe-best-cities-netherlands-solo- around-lithuania-romantic-trip i	Rinerary/biog promoted: MEME https://drine.google.com/drine/u/0/foldes/11e/WWCAeajXvkp- oariGKGv#d40B1u4N

Building the Content Calendar for G2M

Thank you!

Contact: anna@annakingsley.com +972.52.682.1257