

# H.R. Johnson

Community-Driven in Kalamazoo, Michigan

360-951-0354

find.serendipity@gmail.com & amazonxprincezz@yahoo.com  
github.com/Find-Serendipity & linkedin.com/in/findserendipity

## Summary

---

Experienced professional with 10+ years in customer service and community management. Excellent communication and interpersonal skills, with a commitment to excellence and attention to detail. Adherent to high standards while working to understand, meet, and exceed guest expectations.

## Skills

---

**Languages** || French (Intermediate), JavaScript, TypeScript, SQL, LaTeX, PHP

**Tools and Technologies** || HTML, CSS, React.js, Laravel, REST, Git, Express.js, Node.js, Next.js, PostgreSQL, JSON, Prisma, Jest, JWT, bcrypt, Jira, HubSpot CRM, Apps Scripts, Miro, Figma, Canva, Hootsuite, Zendesk, GitHub, VS Code, WSL, Docker, Linux, Kanban, Agile, A/B Testing

## Experience

---

**Air Zoo Museum, Kalamazoo, MI || Guest Experience Ambassador** **Aug 24 – Current**

- Guided guests through museum experience while operating from a stationary assignment.
- Engaged with guests, provide information about artifacts at the museum, and correctly answer guest questions.
- Helped manage flow of crowds, efficiently helping guests with needs and directing as needed.
- Ensured guest safety in various situations with various crowd sizes.

**Communitrix, Remote || Founder** **Sep 2023 – Current**

- Obtained and maintained small but strong client base
- Drafted and implemented custom community plans for clients
- Maintained client codebases and updated websites with modern security
- Created standard and milestone-based contracts for clients

**Community.co, Remote || Community Manager** **July 2019 – June 2023**

- Designed and developed Apps Scripts for engagement and retention projects.
- Used ChatGPT to draft and refine content, automated responses, and enhance customer experience.
- Managed VIP, CEO, and Influencer publishing and community events.
- Increased community activity from 2% to 7% through strategic initiatives.
- Trained team members in community tactics and reporting.

**Internet Brands, Remote || Community Manager** **July 2013 – July 2019**

- Managed cross-functional teams in community forums and customer support.
- Assisted with project management, product development and UX design.
- Increased customer satisfaction from 61% to 96%.
- Handled escalated customer support issues and abuse reports.

## Education

---

**Fullstack Academy, Remote || Junior Developer** **Feb 2024 – June 2024**

- Top-ranking graduate of the online full-time full-stack web development bootcamp.
- Learned advanced web engineering through hands-on projects and coursework.
- Acted as project manager, implementing tickets, pull requests, and continuous integration testing using GitHub.

**University of Washington, Seattle || Bachelor of Arts in Anthropology** **2011**

- Top-ranking graduate, Summa cum laude
- Focused on Archaeology, Anthropology, Oceanography, Geology