

Hannah R. Johnson

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Summary

Passionate Community Support Specialist with extensive experience in the gaming and PC hardware sectors. Proven ability to act as a vital link between users and development teams, providing friendly, effective support for users of all technical levels. Adept at troubleshooting hardware and software, moderating communities, and creating support documentation. Driven to help gamers build and enjoy their ideal setups.

Core Competencies

- **Technical Support:** Troubleshooting PC hardware/software, RGB device compatibility, Knowledge Base creation, Bug Reporting
- **Community Management:** Discord/forum moderation, Content creation (guides, FAQs), User feedback collection, Empathetic user communication
- **Gaming & Hardware:** Deep familiarity with RGB ecosystems (Corsair, Razer, Logitech), PC building, Passion for gaming culture
- **Web Development:** Static Website Development (HTML, CSS, JavaScript), Website Maintenance & Security
- **Tools & Platforms:** Discord, Google Suite, Adobe Creative Suite, WordPress, Jira, Git, CMS & Forum Platforms

Professional Experience

Founder, Community & Web Development Consultant **Sep 2023 – Present**
Communitrix, Remote

- Provide timely, friendly, and effective technical support for client communities, including troubleshooting PC hardware, software, and peripheral compatibility issues.
- Manage social media profiles to maintain a positive, helpful, and inclusive atmosphere.
- Develop and maintain static websites (HTML, CSS, JavaScript) and create support content such as guides and FAQs to build a knowledge base.

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

- Managed and supported large online communities, providing timely assistance and troubleshooting for members.
- Acted as a liaison between the community and technical teams to report bugs, communicate user needs, and advocate for feature requests.
- Moderated Facebook and forum spaces to foster a welcoming and helpful environment for all users.

Community & Customer Service Manager

July 2013 – July 2019

Internet Brands / Model Mayhem, El Segundo, CA

- Provided high-quality technical and customer support for a large-scale online community, patiently resolving user issues and documenting solutions.
- Moderated community spaces to maintain a positive environment and created support guides and tutorials for users of varying technical expertise.

Community Manager, Gaming

Jan 2013 – July 2013

Breaktime Studios, Remote

- Managed company's portfolio of gaming communities, acting as the primary liaison between players and the development team.
- Gathered, organized, and prioritized user feedback to help guide feature improvements and bug fixes.
- Stayed current with new hardware and software releases relevant to the gaming community.

Social Media Strategist & Community Moderator

2009 – 2013

Metaverse Mod Squad & Zynga Games, Remote

- Provided community moderation and technical support for Farmville, Mafia Wars, and other games.
- Monitored social media channels to engage with users, address concerns, and promote a positive community atmosphere.
- Authored comprehensive guides, FAQs, and weekly reports on community trends, common issues, and player sentiment.

Education & Technical Training

Fullstack Academy, Remote

2024

Top-Ranking Graduate, Full-Stack Web Development Bootcamp

- Completed an immersive program focused on modern web technologies, including JavaScript, React, and Node.js.
- Moderated project group's Discord channels, providing support and fostering a collaborative learning environment.
- Acted as project manager for capstone projects, implementing tickets, pull requests, and CI testing using GitHub.

University of Washington, Seattle

Bachelor of Arts in Anthropology, Summa cum laude