Hannah R. Johnson

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Summary

Experienced Community Manager and Technical Support Specialist with a strong background in gaming communities and PC hardware. Skilled in providing friendly, effective support and troubleshooting for users of all technical levels. Adept at moderating Discord and forum spaces, documenting solutions, and collaborating with development teams. Passionate about creating positive user experiences and helping others enjoy their setups.

Core Competencies

- **Technical Support:** Troubleshooting PC hardware and software issues, RGB device compatibility, Knowledge Base documentation, User feedback collection
- **Community Management:** Discord and forum moderation, Support content creation (guides, FAQs), Positive and empathetic user communication
- **Gaming & Hardware:** Familiarity with RGB ecosystems (Corsair, Razer, Logitech, etc.), PC building, Gaming culture
- **Web Development:** Static Website Development (HTML, CSS, JavaScript), Website Maintenance & Security, Bug Troubleshooting
- **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 technical support and troubleshooting for client communities, including PC hardware and software issues.
- Moderate Discord and forum channels, maintaining a positive and helpful environment.
- Develop, maintain, and optimize static websites for a diverse client base, utilizing HTML, CSS, and JavaScript.
- Create support content such as guides and FAQs to assist users.

Community Manager   July 2019 – June 2023

Community.co, Remote

- Managed and supported online communities for major publications, providing timely assistance and troubleshooting for members.
- Moderated Discord and forum spaces, fostering a welcoming and helpful atmosphere.
- Coordinated with technical teams to report bugs and communicate user feedback.
- Produced support content and documentation for common issues.

Community & Customer Service Manager   **July 2013 – July 2019**

Internet Brands / Model Mayhem, El Segundo, CA

- Provided technical and customer support for a large online community, resolving user issues and documenting solutions.
- Moderated community spaces and maintained a positive environment.
- Created support guides and tutorials for users of varying expertise levels.

Community Manager, Gaming   **Jan 2013 – July 2013**

Breaktime Studios, Remote

- Managed gaming communities and acted as the primary liaison between players and developers.
- Gathered and organized user feedback to help prioritize feature requests and improvements.
- Stayed current with new hardware and software releases relevant to gaming communities.

Social Media Strategist & Community Moderator   **2009 – 2013**

Metaverse Mod Squad & Zynga Games, Remote

- Provided community moderation and technical support for gaming clients, including Discord and forums.
- Authored guides, FAQs, and weekly reports on community trends and common issues.
- Supported player retention through clear communication and helpful resources.

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.
- 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