

H.R. Johnson

Community-Driven in Kalamazoo, Michigan

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Summary

Experienced professional with 10+ years in customer service, moderation, with social media and community management. Skilled in creating social media content, blogs, guides, whitepapers, videos, webinars and technical documentation. Proven ability to translate complex concepts for diverse audiences and collaborate cross-functionally. Seeking to leverage my expertise for the ModSquad once again.

Skills

Languages || French (Intermediate Proficiency), JavaScript, SQL

Tools & Technologies || Hootsuite, Canva, Zendesk, Jira, HubSpot CRM, HTML, CSS, Apps Scripts

Experience

Communitrix, Remote || Founder

Sep 2023 – Present

- 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.

ModSquad, Remote || Moderator and Social Media Strategist

Aug 2010 – Feb 2012

- Executed social media strategies pursuant to client requests and needs.
- Created compelling content, tutorials and game guides, including in-game video content.
- Provided concierge-level customer service and online moderation services
- Engaged in regular in-game and online events, user-generated content contests, tournaments, and meetups.
- Moderated a AAA MMO by assisting players with in-game concerns, bug reports, and account management.
- Responded to trouble tickets with Zendesk customer service software.

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