

# H.R. Johnson

Community-Driven in Kalamazoo, Michigan  
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360-951-0354

## Summary

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Experienced professional with 15+ 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 client expectations.

## Skills

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

**Tools and Technologies** || HTML, CSS, React.js, REST, Git, Express.js, Node.js, Next.js, Jira, HubSpot CRM, Apps Scripts, Miro, Figma, Canva, Hootsuite, Zendesk, Microsoft Suite, GitHub, VS Code, WSL, Docker, Linux, Kanban, Agile, A/B Testing, Facebook, Instagram, X/Twitter, Discord, Telegram, Reddit, LinkedIn

**Proficiencies** || Customer Service, Sales, Community Management, Social Media Management, Customer Support, Event Management, Crisis Management

## Experience

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

- Handled cash, inventory, and front desk duties including adding customers to member database.
- Guided guests through museum experience while operating from a stationary assignment.
- Engaged guests in a fast-paced environment, providing detailed answers about planes, artifacts, and the museum.
- 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 a small but strong client base.
- Drafted and implemented community management plans for clients, including social strategies for Facebook and Reddit.
- Maintained specific client codebases, updating sites to maintain modern security protocols.
- Created standard and milestone-based contracts for all work started with clients.

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

- Upsold events and memberships to members via forums and email marketing campaigns
- Managed communities for various high-profile clients, increasing community engagement from 2% to 7%
- Designed and developed Google Apps Scripts for engagement and retention projects
- Trained team members in data collection, analysis, and reporting

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

- Created incentives for members to purchase larger or longer memberships
- Managed cross-functional teams in community forums and customer support
- Increased customer satisfaction from 61% to 96% through strategic initiatives
- Handled customer support issues and abuse reports

## Education

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

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

- Top-ranking graduate, Summa cum laude