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# KRYSTEN COOPER

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## SKILLS

Content Management Systems

Content Editing

Technical Writing

Adobe Premiere

Google Drive

Microsoft Suite

HTML/CSS

Photoshop

Basic Programming

Github

## EXPERIENCE

### Monscierge (Hospitality), Everett WA — *Content Editor (Product/Design Team)*

August 2012 - March 2019

- Created, edited, and managed content being displayed on a global scale.
- Managed a small group of Content Editors. (project management, daily reports, weekly meetings)
- Proofread, edited, and updated content within a Content Management System (CMS).
- Technical Writing - Created and maintained training documentation and videos.
- QA Manual Testing - Followed test cases to perform black box testing of the company's software.

### American Fidelity (Insurance), Oklahoma City — *Technical Writer (Help Desk)*

January 2012 - July 2012

- Wrote, published, and maintained knowledge base articles for the Help Desk.
- Collaborated with Subject Matter Experts (SMEs) to gather information for documentation.
- Attended weekly Help Desk meetings to increase the production and quality of articles.
- Created graphical workflows.

## EDUCATION

### Oklahoma City Community College, Oklahoma City — *Associates in Applied Science - Emphasis in Computer Systems Support*

August 2008 - May 2011

- Certificate of Mastery: CS/Computer Systems Support
- Certificate of Mastery: CS/Computer Networking Support
- Extra Classes Taken: Website Development, Production Design, Digital Video Editing, Multimedia, Music Appreciation, Drawing I, Math for Business Careers, Evolution of Video Game Tech

### Udemy Courses - **Certificate of Completion**

- Professional 2D Game Asset Graphic Design in Photoshop
- 2D Game Special Effect Animation in Photoshop
- Ultimate 2D Game Character Design & Animation
- Professional Pixel Art & Animation for Games

Codecademy - <https://www.codecademy.com/Krysco>

### PERSONAL PROJECTS

Personal Website - <https://krysco.github.io/KrystenCooper/>

tinyEnt Studios, Seattle (Personal LLC) — **Founder/Artist**

<http://www.tinyent.com/>

- Art Director
- Social Media Content Editor

Github - <https://github.com/Krysco>