

Jeffrey E. Johnson

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Qualifications

Self-motivated team leader and copywriter with an eye for detail, at home with deadlines and pleased to multitask. Experience in professional writing and editing techniques gained through volunteer work with PSU's Ooligan Press and publishing coursework. Technical proficiency in Adobe Illustrator, Photoshop, Acrobat and InDesign; MS Office Suite and HTML gained through combination of education and work experience.

Skills

- Customer Service
- Program Management
- Technical Writing
- Microsoft Office Suite
- Copyediting
- Team Development
- Policy/Procedure Development

Education

Portland State University | *June 2013*

- B.A. in English Literature
- Minor in Creative Writing; focus in Technical Writing

Work Experience

WinCo Foods | Deli Clerk | Happy Valley, OR | *2009-Present*

- Preparation, ordering and stocking of service deli products

Blizzard Entertainment | Account Administrator | Irvine, CA | *2006-2007*

- Provided support for user-base of over 8 million customer accounts via email to resolve billing and account security inquiries
- Assisted in the development of policies to investigate and remove accounts found in violation of Vivendi Universal's Terms of Use and/or End User License Agreement
- Developed training documentation for employees regarding account investigation strategies and notation techniques
- Received award commendations for outstanding customer support

Relevant Collegiate and Volunteer Experience

Ooligan Press | Editor | Portland State University | *2012-2013*

- Provided copy and developmental editing for incoming manuscripts
- Created book jackets for completed manuscripts utilizing Adobe Photoshop and InDesign
- Revised policies and procedures for publishing house style sheet using the Chicago Manual of Style

Altonimbus Entertainment | Volunteer Coordinator | Vancouver, WA | *2007-2012*

- Reviewed and revised department policies and procedures regarding volunteer management
- Created and presented training documentation for incoming volunteers
- Facilitated supervision and communication between department managers and volunteers

Affiliations

- Portland Linux User's Group
- Society for Technical Communication, Willamette Valley