Cassandra Champagne

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Summary

Technical writer and engineer with five years of experience in the software development industry and a background in education, technical support, and web development. Passionate about improving information architecture, usability, and overall customer satisfaction.

Skills

Markdown | Git | Javascript | HTML | CSS | Postman | React | Image Editing | Technical Support

Employment

Technical Content Writer II, July 2024 - August 2025
PagerDuty, Atlanta, GA - *Remote*

- Created and maintained public-facing SaaS product documentation consisting of 300+ articles.
- Performed QA testing to ensure new features met expectations and provided feedback to the product team, preventing issues before a feature was released to customers on multiple occasions.
- Revamped public release notes page, resulting in visual improvements and enabling a long-standing customer request to allow customers to subscribe to new updates.
- Collaborated with the UX team to propose and draft a new design for the public documentation landing page to increase visibility for popular customer requests.
- Conducted keyword research and improved SEO for documentation, resulting in 30% of all organic traffic originating from the product's knowledge base.

Technical Support Engineer, February 2023 - July 2024
PagerDuty, Atlanta, GA - *Remote*

- Identified and resolved complex customer issues for enterprise clients as escalated by Technical Support Specialists.
- Acted as a resource for Technical Support Specialists by answering questions regarding customer issues.
- Responded to major incidents and created public status updates as the on-call Support liaison.
- Developed a web-based dashboard application for the Customer Support team using React and Heroku, increasing visibility of high-priority customer tickets and improving ticket management processes.

Technical Support Specialist I, January 2021 - February 2023
PagerDuty, Atlanta, GA - *Remote*

- Provided customer service and product support to PagerDuty customers via email, chat, phone and video calls. Support topics included API, integration and product configuration troubleshooting.
- Analyzed logs in order to pinpoint customer actions and identify issues such as internal errors or bugs.
- Collaborated with specific product teams by sharing customer feedback, announcing product changes to the Customer Success and Support teams, and providing training for new features.
- Improved public documentation by making minor edits and sharing customer feedback with the technical writing team.
- Assisted with changing ticketing software by testing the new system, reporting bugs, sharing the Support team's needs and providing training to the Support team during the rollout process.

Developer in Residence, August 2020 - March 2021
DigitalCrafts, Atlanta, GA - *Remote*

- Responded to students' questions outside of class to assist with students' challenges and share insights.
- Hosted weekly office hours for students to drop in and walked students through exercises and projects.
- Taught students by way of articles, videos, and personal experiences which improved their understanding.

Admission Operations Coordinator, April 2018 - January 2021
Agnes Scott College, Decatur, GA - *Remote as of March 2020*
- Acted as the contact for all re-enroll application inquiries and processes and improved previous communication processes, resulting in a streamlined process and increased productivity.
- Created a web portal for the Athletics department to track and manage recruits leading to improved communication between Enrollment and Athletics.
- Managed prospect and applicant records, ensuring accurate information was collected and properly utilized.
- Compiled and mailed all undergraduate decision packets, produced over 1,800 decision letters with precise care and reliability.

Administrative Assistant, July 2017 - March 2018
New England College, Henniker, NH
- Answered a wide variety of inquiries via email and phone as the college's first line of support, directing callers to the appropriate resource as needed.
- Implemented an electronic transcript request service and guided users through the new process of requesting transcripts online.
- Designed an email campaign to raise awareness for certain niche courses, leading to increased class registrations.

Classroom Lead, June 2015 - July 2017
Crotched Mountain Foundation, Greenfield, NH
- Managed classroom duties and created students' schedules.
- Created reports on a daily, weekly, and monthly basis that tracked student progress and achievements.
- Tutored students with special needs on an individual basis.
- Assisted students with daily responsibilities and followed protocols to maintain a safe environment.

HelpDesk Technician, August 2012 - May 2015
Keene State College, Keene, NH
- Interpreted and solved a multitude of technical issues involving computers, software, and classroom media equipment both in person and remotely.
- Utilized a ticketing system to track issues, solutions, and escalated situations to higher tiers if necessary.
- Resolved issues by explaining technical processes in a way that allowed non-tech savvy users to understand the issue and the solution.

Education
Full Stack Developer Program Graduate | DigitalCrafts, Atlanta, GA

Bachelor of Arts in English/Secondary Education | Keene State College, Keene, NH

Personal Projects
Mystery at Sea | GitHub Repo
Solo React/Redux Application
- Independently created a highly interactive web-based murder mystery type game.
- Managed application state using React and Redux.
- Utilized conditional rendering to make components appear and disappear as necessary.

Clear Dark Sky | GitHub Repo
Team Lead, Remote Group Front End Application,
- Worked with a team to create a stargazing conditions website by combining data from two APIs.
- Used HTML, CSS, and JavaScript to create the landing and About Us pages.
- Supervised the team and organized team meetings resulting in excellent communications despite the unexpected remote environment.