

# Heather Stevens

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## EXPERIENCE

### **SAGE Event Management, Obvio Software, remote** — *Obvio Community Manager*

MAY 2021 - PRESENT

- Communicate with 150+ software customers weekly across LiveChat, Help Desk, and social media
- Moderate community Q&A calls weekly via Zoom; calls are designed to assist new software customers with initial setup and keep users up to date on the latest version of the software
- Foster relationships with frequent users to spread the word about the software platform; write and deliver marketing copy to bolster brand identity and help users talk about the platform in alignment with company brand standards
- Conceptualize and write user guides for Obvio's Knowledge Base to help customers navigate the software & streamline setup process
- Stay up-to-date on new iterations of the software, including bug fixes, UI upgrades, feature additions, and new service integrations
- Update and revise Knowledge Base articles on a weekly basis to keep customers informed of changes to the software
- Collaborate weekly with developers to gain insight into their current projects, discuss customer feedback and implementation of that feedback in upcoming versions of the software
- Developed and continue to implement onboarding process for new software users including: welcome email with links to the software's Knowledge Base and Facebook group, provide detailed initial set-up instructions, conduct 1:1 meetings to walk through each component of the software, follow up emails to ensure customers feel supported throughout their setup process
- Responsible for tracking sales, refunds, and delinquent payments for all software customers
- Conduct data analysis of new software customer's intake surveys, present findings in detailed reports to developers and product manager
- Responsible for cross platform service integrations between Obvio and third party CRMs, including through the use of Zapier

## EDUCATION

### **Northwestern University, Evanston, IL** — *Full Stack Coding Bootcamp*

NOVEMBER 2021 - MAY 2022

HTML5, CSS3, JavaScript, jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, MongoDB, MySQL, Command Line, Git, Java

Includes full stack build outs of applications using third party APIs, databases, and collaboration with other developers to conceptualize, build, and present large-scale projects.

### **North Central College, Naperville, IL** — *Secondary Education License, ELA*

JANUARY 2015 - DECEMBER 2016

Dean's List, 2015-2016

**Student Teaching:** Hinsdale South High School, 2016, Darien, IL

**Licensure Acquired:** December 20, 2016

### **George Washington University, Washington, DC** — *B.A. English & French Literature, Creative Writing*

AUGUST 2009 - MAY 2013

Division 1 Scholarship Athlete, Cross Country

All-Conference Team Member, 2012 - 8th place finisher, East Coast Championship, 2012

All-Conference Scholar Athlete, 2010-2013