

# Sophia Campana

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## EDUCATION

### Virginia Tech (Virginia Polytechnic Institute and State University)

August 2023

BA in English – Professional and Technical Writing

Honors Laureate, *cum laude*, Overall GPA: 3.57

## WORK EXPERIENCE

### Digital Science

June 2025 - Present

Product Specialist at Overleaf

- Providing timely, professional, and empathetic email-based support to B2C and B2B users.
- Improving internal and user-facing documentation, educational resources, and training materials.
- Adhering to and refining established support processes to improve efficiency and effectiveness.
- Expanding expertise in technologies crucial to Overleaf users, such as  $\text{\LaTeX}$ , Dropbox, and R.

### WillowTree, a TELUS Digital Company

October 2023 - March 2025

Product Analyst

- Led the full product lifecycle of the React Native redesign of the Billing Address Change experience of My TELUS, the customer service mobile app for one of Canada's largest telecom companies.
- Wrote user stories, acceptance criteria, spikes, dependencies; hosted refinement meetings with frontend engineers, backend engineers, and testers; planned sprints with Delivery Lead and Engineering Lead.
- Created user workflow diagrams and wireframes and submitted test requests using REST APIs.
- Collaborated with designers on user needs, technical feasibility, copy, accessibility, and edge cases.

### ScienceLogic

June 2022 - August 2022 + June 2021 - August 2021

Documentation Intern

- Wrote, copyedited, and organized user manuals, release notes, and microcontent publicly available as webpages and PDFs for the company's AIOps monitoring systems through Git commits of XML files.
- Expanded upon listed duties by updating the documentation website's CSS and JavaScript to improve user experience and to fix the functionality of navigating to older versions of the docs.

### ORock Technologies

June 2020 - August 2020

Technical Writer Intern

- Assisted the federal sales team with white papers, discussion papers, and customer product data sheets.
- Copyedited and proofread proposals and slide decks in Microsoft PowerPoint, Publisher, and Word.

## VOLUNTEER EXPERIENCE

### Center for Online Safety and Liberty

April 2025 - Present

Webmaster

- Updating WordPress core, themes, plugins with HTML and CSS; ensuring security and performance.
- Wrote a Python script using the Pandas and Stripe's API to migrate donors to a new e-commerce site.

### C4K (Computers4Kids)

September 2024 - Present

1-to-1 Mentor

- Helping mentees engage in hands-on activities and learn about coding, 3D modeling, and photography.
- Working together to produce and present a technology project; one of which was a virtual reality game.

## TECHNICAL STRENGTHS

**Languages:** Proficient in HTML, CSS, Markdown,  $\text{\LaTeX}$ , JavaScript, Java. Familiar with R, Python, React Native, Swift.

**Tools:** Atlassian (Jira, Confluence, Trello), Overleaf, GitHub, Eclipse IDE, Figma, Jupyter, Slack, Lucidchart, RStudio, Postman, Power BI, AWS SageMaker Studio Lab, Azure DevOps, Visual Studio Code, Salesforce, Contentful, Google Workspace, WordPress, Swagger, Rally, Microsoft Office, Madcap Flare, Stripe, Asana, Front.