Sophia Campana

sophmcamp.github.io · sophia_campana@aol.com

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 LaTeX, Dropbox, and R.

WillowTree, a TELUS Digital Company   October 2023 - March 2025
Product Analyst
· Contributed to the product development of a React Native redesign within the mobile app for one of Canada's largest telecommunications companies and of a web-based application that integrates Virginia school readiness assessments.
· 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 SKILLS

Languages: Proficient in HTML, CSS, Markdown, LaTeX, Java. Familiar with Python, R, JavaScript, React Native, Swift.
Tools: Overleaf, GitHub, AWS SageMaker Studio Lab, Jupyter, RStudio, Visual Studio Code, Eclipse, Figma, Microsoft Office, Google Workspace, Lucidchart, Postman, WordPress, Miro, Logic Pro, iMovie, Max.