

## RELEVANT EDUCATION

**Valdosta State University**

**Valdosta, Ga.**

Bachelor of Arts, major in English/Journalism

Graduated 2013

## RELEVANT EXPERIENCE

**Xbox Community Support**

**Redmond, Wa.**

@XboxSupport

Elite Customer Support Analyst – Tweet Fleet

June 2014 – Current

- Operate the @XboxSupport Twitter account, communicating with customers and providing tech/gaming support and advice.
- Lead the evening shift and coach fellow agents on proper protocols, procedures, and best practices
- Co-creator, editor and writer of [The Community Blog](#) for the Xbox Ambassadors Program (April 2016 – May 2017)
  - Educating the Xbox Ambassadors Program about program updates, announcements, spotlights of notable members and interviews with Team Xbox
- Experience working with team leadership to craft public communication plans and designing the direction of the team's plans for public community engagement
- Confident in holding self and team accountable to KPI metrics
- Experience working with team leadership to define those KPI metrics
- Years of experience working with partner teams to communicate issues, customer feedback, and trending items
- Continually worked with partner teams to resolve issues, monitor vital service information, and push out public communications to the community involving status updates, resolution steps, etc.
- Facilitates PSAs (public Tweets) for the Twitter handle that provides visibility and education to the customer base on a wider scale – including editing similar messaging across various in-house platforms, such as the Xbox Community Support club for Xbox One.

***The Spectator*, Valdosta State University**

**Valdosta, Ga.**

<http://vsuspectator.com>

Editor-in-Chief

May 2013 – December 2013

- Led the editorial staff and writers in completing a weekly print publication and generating content for the online product – editorial staff of 10-12 editors, writing and

content staff of approximately 30-40 student journalists.

- Copyedited, designed and wrote for the publication
- Oversaw the changes made to the publication's mobile app and website
- Directly responsible for a weekly print publication that represented not only The Spectator itself, but Valdosta State University as a whole, both on-campus and publicly off-campus

## **SKILLS**

- Highly capable of working under strict deadlines to deliver high-quality content for both internal and external consumption
- Proficient in art asset and site design, capable of both recognizing appealing site content as well as creating it from scratch personally
- Proficient in crafting community engagement plans and responses in multiple formats – social media, blogs, etc
- Proficient in the Associated Press' official AP Stylebook and MLA citations
- Capable of editing for style, grammar, spelling, tone and form in the aforementioned styles.
  - Acclimated to the differences, in editing, between tradition and rhetoric, making editorial differences easy to determine and account for in work.
- Have written numerous pieces in varying styles: creative nonfiction, poetry, flash fiction, longer fiction pieces, news, features, opinions, editorials, columns, research/analytical thesis and rhetorical analysis.
- Knowledgeable in the following: Microsoft Office, Microsoft Sharepoint, Google Drive & Docs, Visual Studio 2013, Adobe Photoshop CC, Microsoft ASD, Microsoft SQL Server Management Studio, Compass Studio and Azure Storage Explorer.