

Vanessa Nicole Ingram

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SUMMARY

An articulate and creative Technical Writer with a talent for creating engaging content using 10 years of experience earned during a progressive career across both internal and external communications. Contributes excellent management and organizational skills to coordinate multiple, concurrent projects. A proactive team player with a strong work ethic and experience working with communications, content development, technical writing, front-end development, and user experience design.

PROGRAMMING LANGUAGES

Git, Github, Markdown, HTML5, CSS3, JavaScript, Java, C#, PHP, UX Design, UI Design, jQuery, Ruby, Bootstrap, WordPress, Wix, Drupal, Game Development, App Development, Design and Development: Responsive design, Flexbox, Grid, Floats.

SKILLS

Customer Service, Customer Satisfaction, Troubleshooting, Technical Writing, Communications, Public Relations, Recruiting, Planning, Time Management, Organizational Skills, Interpersonal Communication, Content Management, Project Management, Content Administration, Graphic Design, Video Editing, Audio/Visual production, Writing, Editing, Publishing, Search Engine Optimization (SEO), Azure resources, Problem-solving, Attention to detail, Persistence, Teamwork, Proactive, Growth Mindset, Personal Responsibility, Dedication, Patience, Compassion, De-escalation.

TOOLS

InDesign, Balsamiq, Sublime Text 3, Atom, Photoshop, Adobe Suite, Microsoft Office, Slack, Power BI, Learning Management Systems (LMS), Storyline software, Camtasia, Sharepoint, Asana, Content Management Systems (CMS), Microsoft Teams, Adobe FrameMaker, Adobe Acrobat, Adobe InDesign, Canvas.

PROFESSIONAL EXPERIENCE

Customer Support Associate | SpaceX | Redmond, WA, February 2024 - Present

- Provides technical support using diagnostic tools, JSON files, and error messages.
- Communicates directly with customers experiencing service outages, degradations, and various situations involving the Starlink internet service provider.
- Triage tickets for incoming customer inquiries involving Starlink products.
- Manages communication channels with customers and provides resolutions for customer complaints.
- Processes orders, and provides information about Starlink products and services.

Incident Communications Manager | Microsoft (Insight Global) | Bellevue, WA, August 2019 - January 2024

- Developed communication plans with internal/external partners and customers across multiple Microsoft products to minimize end-user impact during system maintenance and service-impacting incidents.
- Responded to customer-reported outages and degradations under strict Service Level Agreement (SLA) guidelines, creating communication channels to solve issues and assist customers while collaborating with responding software engineers to develop solutions.
- Translated C#, HTML/CSS, SQL, Cosmos DB, Azure resources, and Java code into communications for high-level and non-technical audiences.
- Read and interpreted C#, Java Git, HTML, CSS, Java, JavaScript, and Repro Steps to write and publish user experience (UX) and user interface interactions (UI) for new Service Update articles, totaling over 150 articles and 500 translations during my 3-year tenure as Subject Matter Expert (SME).
- Triage hundreds of tickets, and read and wrote many knowledge-base articles that we navigated during customer service and internal impact scenarios.
- Reviewed communications content and recommended revisions or changes in scope, format, and content to develop communications strategies for customers and leadership audiences.
- Wrote more than 75 Post Incident Report articles using Sharepoint documentation sent directly to customers, expressing how we fixed issues that their product experienced during outage scenarios.

- Created proactive communications to clients directly via email and service dashboards to inform them of updates, issues, and changes to their products and campaigns.

Web Content Administrator | Amazon | Seattle, WA, January 2019 - August 2019

- Provided troubleshooting steps, developed wiki documentation, and updated product content for international customers and internal staff members.
- Communicated with customers through various communications channels to process feedback and review material according to user interactions.
- Maintained content and resources across multiple modalities including blogs, wikis, and websites.
- Created PowerPoint presentations, SharePoint pages, and internal Amazon websites for internal training material, including content updates and redesigns.

Content Analyst | Microsoft | Redmond, WA, June 2018 - January 2019

- Communicated with software engineers to discuss product patterns and strategies to develop a good customer experience with the product.
- Collected and analyzed data from internal monitoring tickets for customer-reported and internally escalated malware incidents.
- Analyzed HTML/CSS/JavaScript source code, web design, fiddler traces, fraud characteristics, and malware patterns from Microsoft Bing marketing data tickets.
- Developed metrics to test the effectiveness of malware detection monitors for fraud and malware investigations and ad policy enforcement.

WordPress Developer | Freelance | Seattle, WA January 2013 - June 2018

- Responsible for both back-end and front-end development, including creating WordPress themes and plugins.
- Demonstrated a combination of programming skills (PHP, HTML5, CSS3, and JavaScript) and design.
- Maintained a strong understanding of industry trends and content management systems.
- Utilized responsive and adaptive design concepts including design, development, and deployment while ensuring high performance and availability.

Communications Manager | dumpling, inc | Seattle, WA, April 2017 - October 2017

- Created the content and insights and developed the marketing strategy for the dumpling brand,
- Managed the social media strategy and developed the UI/UX design for the website.
- Created the strategy for dumpling community development and outreach.

Content Manager, Coordinator, Social Media Tech | Rainier Beach Action Coalition | Seattle, WA, February 2017 - November 2017

- Developed the overall voice of the Rainier Beach Action Coalition online presence by providing an analysis of the social media presence for community events
- Curated online content including the main website, and overall online presence of the Rainier Beach Action Coalition, specifically involving the campaign for the Food Innovation District in Rainier Beach.

Civic Voice Coordinator, YTech & Get Engaged | AmeriCorps VISTA (Volunteers in Service to America) | Seattle, WA, June 2016 - June 2017

- Taught homeless youth participants basic computer programming, videography, and photography skills to prepare them for careers in technology.

- Created a partnership with the YMCA youth scholars program and Career Center at Garfield High School.
- Designed curriculum for and monitored social media content, coaching, and quality improvement.
- Designed curriculum for technology education workshops for homeless youth, including computer programming, app development, photography, and video, and facilitated workshops in partnership with the Microsoft IT department in Seattle (worked with Alex Agudelo and his global team to introduce Microsoft Programs).
- Created and conducted a homeless youth-led focus group to inform youth citizen journalism.

Editor-in-Chief, Our Voices Journal | Gonzaga University Student Publications | Spokane, WA, October 2014 - May 2016

- Hired and led staff in the advertisement for and gathering of original submissions, the editing process, publishing, and distribution of the journal.
- Restructured the “Culture Shock” student journal into a new publication: “Our Voices”, and secured the Gonzaga University Student Publications Board approval of “Our Voices” as a publication.
- Partnered to create the journal’s template using InDesign, Photoshop & Microsoft Word.
- Earned the Student Publications Editor of the Year Award for revitalizing “Our Voices”.

Arts & Entertainment (A&E) Editor | The Gonzaga Bulletin | Gonzaga University Student Publications, Spokane, WA, October 2014 - May 2016

- Designed pages, edited/proofread pages, and wrote several articles weekly for many sections of the Gonzaga Bulletin.
- Designed and edited pages and articles using InDesign, Microsoft Word, and AP style, wrote weekly News articles and Arts & Entertainment articles.
- Generated original story ideas weekly including events, entertainment, local news, and political information.

EDUCATION

- Bachelor of Arts | 2016 | Gonzaga University
- Major: Journalism and Political Science, graduated Cum Laude
- Awarded Gonzaga University Student Publications - Editor of the Year, 2015