

• CREATIVE / GO GETTER / ADVENTUROUS •

STEPHANIE GONZAGA

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INTRODUCTION

I've worked remote since 2008 helping and inspiring people through creativity, language, collaboration, and technology. I welcome opportunities where I can use the best of my knowledge and skills to make a difference in others.

SKILLS

Creative writing	<div style="width: 100%;"><div style="width: 100%;"></div></div>
Blogging	<div style="width: 100%;"><div style="width: 100%;"></div></div>
Email/chat support	<div style="width: 100%;"><div style="width: 100%;"></div></div>
Email marketing	<div style="width: 100%;"><div style="width: 100%;"></div></div>
Project management	<div style="width: 100%;"><div style="width: 100%;"></div></div>

AREAS OF EXPERTISE

- Content creation
- Marketing help
- Editorial calendar management
- Project management
- Customer support via email/live chat
- *Other creative/leadership roles you think I'd be a good fit.*

WORK EXPERIENCE

Customer Support Advocate for Kayako, Ltd.
2017-PRESENT | CONTRACTUAL

As a member of the Support department, I proactively assist and delight customers, troubleshooting everyday problems and concerns with the product. I also contribute to the Marketing team and their content marketing efforts.

Product specialist + Blog content creator for TeamGantt.com
2016-2017 | CONTRACTUAL

I assist TeamGantt users by solving their problems and helping them navigate the product. On the side, I manage the company's editorial calendar to ensure there is a steady queue of quality content to publish each week.

Sample work: [How to Stop Task Switching Without Actually Fighting It](#)

Contributing review writer for Zapier.com
2015-PRESENT | FREELANCE

Driven by my interest in desktop and mobile apps, I contribute to Zapier's Zapbook by writing detailed reviews of apps included in their app directory.

Sample work: [WooCommerce Review](#)

Staff writer + Editorial manager at DesignGood.com
2013 - 2015 | CONTRACTUAL

I manage the brand's editorial calendar while reaching out to story leads to craft compelling stories about people and brands using creativity to make a social impact.

Sample work: [How Human-Centered Design Can Solve the World's Biggest Problems](#)

Tutorials Writer + Blog Author at Envato.com
2012 - 2014 | FREELANCE

I first joined the Envato network in 2012 as a blog author for AppStorm.net, which focuses on reviews, roundups, and news for desktop, mobile, and web apps. I then switched over to Tutsplus.com briefly to write tutorials on how to use apps to get things done.

Sample work: [35+ Markdown Apps for the Mac](#)

EDUCATION

Bachelor's Degree in Literature
De La Salle University - Manila
Metro Manila, NCR | 2011-2013

AWARDS & HONORS

Outstanding Thesis Award from
De La Salle University - Manila (2013)

Received the award for *Animalia*, an animal poetry collection. This is my ongoing project and creative work.

2nd Honors Dean's List from **De La Salle University - Manila (2011-2012)**

Recognized as a dean's lister for the 2nd and 3rd terms of academic years 2011-2012.

ORGANIZATIONS

- VP of Documentation, Literature Circle
- Feature writer, The Lasallian / The Menagerie
- Guild member, DLSU Harlequin Theatre Guild