

Stephanie Meade

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5+ years of experience in community and content management. Managed team of 3-5 support and community specialists while performing essential product and community development tasks. During period of product growth, maintained 100% support satisfaction rate for product ushered out of development and decreased ticket response and close times by over 85% in 6 months.

WORK EXPERIENCE

Blush Design Inc. • Walnut, CA, USA • 12/2020 - Present

Community And Support Manager

- Host live stream events and workshops for partner communities, and represent the product at digital or in-person events.
- Designed support infrastructure for new product, from the ground up.
- Identified user experience friction points during development, driving 80% of product improvement updates and doubling engagement in community product feature request board from Q1 to Q2.

Community Strategist

- Lead company's first user research project, performed user interviews and counseled team on product development.
- Networked and collaborated with key community influencers for video series, increasing average monthly YouTube viewership by 300%.
- Created email campaign strategy to increase contact rate for collecting user feedback.

Hard Seltzer News • Los Angeles, CA, USA • 08/2020 - 01/2021

Podcast Host/Editor & Writer

- Conducted and recorded interviews with hard seltzer industry experts for trade publication podcasts.
- Edited podcasts with music and imaging using Adobe Audition, and created transcripts of interviews for written content.

Southern California Public Radio/89.3 KPCC & LAist • Pasadena, CA, USA • 09/2019 - 12/2019

Census Content Intern

- Researched publicly funded education, public health and safety programs, interviewed subjects and wrote content for an informative census website.
- Recorded and edited audio.

The Art of LA LLC • Pasadena, CA, USA • 05/2017 - 07/2018

Associate Editor

- Produced original content (writing, video, photography) - including interviews, news and reviews - for WordPress website and social media.
- Coordinated with publicists and freelance writers. Copy edited press releases and freelance assignments for publication.

EDUCATION

Master Of Arts : Mass Communication/Journalism

California State University • Los Angeles, California, USA • 12/2016

Bachelor Of Arts : Modern Literary Studies

University Of California • Santa Cruz, CA, USA • 03/2014

CERTIFICATIONS

Radio and Audio Production

Pasadena City College • 08/2018 - 12/2019

PROJECTS

Buiverse User Guide

Blush Design Inc. • 05/2023 - 08/2023

- Structured user guide for complex game and virtual world design tool.
- Delegated content assignments across support team to create a 55 page indepth user guide by product launch deadline.

Bueno Artist Grant Program

Blush Design Inc. • 06/2023 - 08/2023

- Worked with marketing and community teams to publicize the program, inform adjacent communities and host audio events to support the program.
- Hosted workshop calls with grantees to onboard and help them develop their grant projects using company product.

"Rate My Portfolio" Video Series

Blush Design Inc. • 03/2021 - 08/2021

- Developed video content concept for brand, based on first-hand user research.
- Conducted outreach to host key influencers in design community.
- Engineered and hosted live streams, prepped guests on topics and organized event flow.

Blush Product UX Research

Blush Design Inc. • 03/2021 - 06/2021

- Identified key user groups and selected interviewees.
- Wrote script for interviews and questionnaires.
- Analysed qualitative data to determine user personas and needs.
- Presented findings to team and guided product development based on research.

SKILLS

Adobe Audition, Adobe Creative Suite, community management, content management, customer service, interviewing, marketing campaigns, Microsoft Excel, Microsoft Excel, product development, research, social media, software technical support, team management, user engagement, user research, WordPress, writing