

Jonny Williams

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PROFESSIONAL SUMMARY

I am a communications specialist with experience working across departments, cultures, and languages. My degree in Journalism and experience in writing, editing, technical support, and teaching English in a foreign country have developed my ability to synthesize complex ideas and present them in a manner appropriate for the target audience. I am flexible, eager to help, and always striving to do things properly.

EXPERIENCE

Emergency Teacher, AEON, Nagoya, Japan April 2023 - July 2024

- Instructed students of all ages and skill levels in the English language based on a curriculum and student needs
- Traveled to schools throughout the Chubu region based on needs for a substitute teacher
- Created internal documents for teacher development and learning
- Onboarded and observed new teachers
- Tracked and assisted in achieving student goals

Junior Technical Writer, Mailchimp, Atlanta, GA September 2021 - March 2023

- Wrote and updated help articles for customers based on product releases and user needs
- Attended cross-functional meetings to ensure documentation was up to date and accurate
- Alleviated issues in the backlog of Mailchimp's help center, including article updates based on user feedback
- Peer reviewed new articles and article updates for fellow Technical Writers
- Tracked progress of work in JIRA

Product Support Representative, Mailchimp, Atlanta, GA September 2019 - September 2021

- Assisted users with a variety of issues in email and up to 3 chats at a time
- Prioritized multiple users' needs while in chats to maximize efficiency and customer satisfaction
- Stayed up to date with the intricacies of Mailchimp's ever-evolving application
- Communicated with multiple teams in real time to accomplish users' needs
- Presented workarounds to users for situations in which the application was experiencing an error
- Assisted in shadowing of new agents

Publicist's Assistant, Team Clermont, Athens, GA August 2015 - April 2016

- Coordinated tasks daily with Senior Publicist to accommodate changing needs
- Communicated with press outlets to promote artists
- Followed-up with potential writers for reviews and coverage
- Reported contacted outlets to Senior Publicist

Section Editor, Ampersand Magazine, Athens, GA May 2015 - May 2016

- Edited work by writers in the Art and Music Sections
- Uploaded submitted content onto server for publication weekly
- Consulted with 3 - 5 writers to monitor progress throughout publication process
- Wrote articles for publication

EDUCATION

The University of Georgia, Athens GA
Bachelor of Arts in Journalism, May 2017
GPA: 3.81

LANGUAGES

English
Japanese (Conversational)