

## Georgia C.

### Professional Summary

Communications and customer success professional with more than 12 years of experience translating complex technical concepts into clear, engaging communication and training materials. Experienced in technical writing, presentation development, cross-functional collaboration, customer education, and digital technologies. Holds a Bachelor of Science in Technical & Scientific Communication and a Master of Arts in English (Professional Writing). Passionate about creating exceptional digital experiences through effective communication, knowledge sharing, and employee training.

### Core Qualifications

- Technical Writing & Documentation
- Employee Training & Facilitation
- Internal Communications
- Presentation Development
- Change Management Support
- Knowledge Base Documentation
- Cross-Functional Collaboration
- Microsoft Office Suite
- Adobe Creative Suite
- Website & Digital Technology
- Customer Education
- Business & Professional Writing
- Process Improvement
- Public Speaking & Communication

### Professional Experience

#### Account Manager / Customer Success Professional – GoDaddy (2013–Present)

- Delivered technical guidance and education to thousands of customers while simplifying complex technology into easy-to-understand solutions.
- Created and published internal communications through GoDaddy communication channels to keep teams informed and aligned.
- Authored client-facing documentation, presentations, technical guides, and business communications using Microsoft Office applications.
- Developed training materials, presentations, and knowledge resources for the Business Customer Team (BCT) and customer meetings.
- Collaborated with cross-functional teams to communicate product updates, technical processes, and organizational initiatives.
- Supported enterprise and VIP customers with website hosting, domains, email, DNS, security, Microsoft 365, and digital business solutions.

- Managed multiple projects simultaneously while maintaining exceptional attention to detail and organizational skills.
- Built strong customer relationships through effective communication, active listening, and problem-solving.

#### **Guest Service Team Lead – Target**

- Supervised daily front-end operations and ensured exceptional guest service.
- Trained, coached, and mentored team members on customer service standards and operational procedures.
- Resolved guest concerns with professionalism, empathy, and sound judgment.
- Coordinated staffing, delegated responsibilities, and maintained efficient daily operations.
- Collaborated with store leadership to support operational improvements and organizational initiatives.

#### **Education**

Master of Arts, English (Professional Writing)  
Northern Arizona University

Bachelor of Science, Technical & Scientific Communication  
Arizona State University

#### **Technical Skills**

- Microsoft Word, Excel, PowerPoint, Outlook, Teams
- Adobe Acrobat, InDesign, Photoshop (academic experience)
- Technical & Business Writing
- Presentation Design
- Training Development
- Website Design Principles
- Knowledge Base Management
- Digital Communication
- Content Development
- User Experience Fundamentals
- Website Technologies (Domains, DNS, Hosting, Email, SSL)