



Amanda Johnson

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Profile

The secret ingredient your team is missing. Versatile purveyor of all things English language. Specializes in establishing authentic connection and polishing writing to perfection. Possesses elite research skills. Turns complex into comprehensible. Doesn't believe in cookie-cutter writing or mediocrity.

Work experience

11/2017 – PRESENT REMOTE, UNITED STATES

Grammar Specialist Chegg, Inc.

- Collaborated with international team to create and improve an XML-rule-based grammar and spelling checker.
- Collaborated with newly acquired company's team to improve grammar and spelling checker with AI.
- Helped create and launch the Expert Check product.
- Became the Zoho Desk "Expert," despite having to learn the platform from scratch.
- Planned and created Zoho Desk blueprint, which led to 40% reduction in Expert Check-related customer service contacts.
- Responsible for maintaining quality of Expert Check.
- Interim program owner of Expert Check.
- Work closely with international colleagues and vendors on Expert Check.
- Create products and processes with developers, designers, customer service, project managers, product managers, and engineers.
- Honed "learning-on-the-job" skills to razor sharpness.
- Awarded two raises and several RSU grants.

2012 – PRESENT REMOTE, UNITED STATES

Freelance Writer and Editor

Have worked closely with clients to write and perfect a multitude of projects across a variety of media.

Highlights Include:

- Became a contributor for Geektime.com.

Work experience

- Penned brand creed, "About" page, "Sellers" page, and "Buyers" page for Florida boutique real estate brokerage, Norman and Page.
- Published "I'm Actually Not Allowed to Curse Anymore and I F-ing Hate It" on Maximummiddleage.com.
- Ghost wrote several blog posts for Destinationweddingdetails.com.
- Copyedited A Map of Heaven by Suzanne Elizabeth Anderson.
- Learned, refined, and then successfully used a myriad of new writing skills within brief time periods.

2010 – 2012 PLANO, UNITED STATES

Associate Professor Collin College

Determinedly molded college freshmen into effective writers via any (legal) means necessary.

Highlights Include:

- Crafted lessons more alluring than students' cell phones.
- Gleefully sniffed out errors in the textbooks and used them in lessons on proofreading, credibility, and questioning "authorities."
- Constructed a complete and extensive online ENGL 1301 course from a bare-bones course framework, using the unfamiliar Blackboard platform and its outdated tutorials.
- Drove students to near madness by insisting on the importance of correct grammar, spelling, punctuation, and usage.
- Was asked to write several recommendation letters.
- Received high praise after classroom observations.

Education

08/2005 – 05/2009 DENTON, UNITED STATES

English | MA University of North Texas

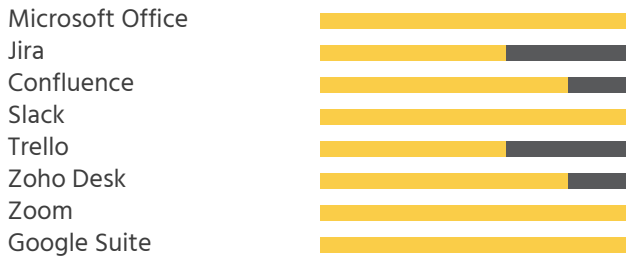


Skills

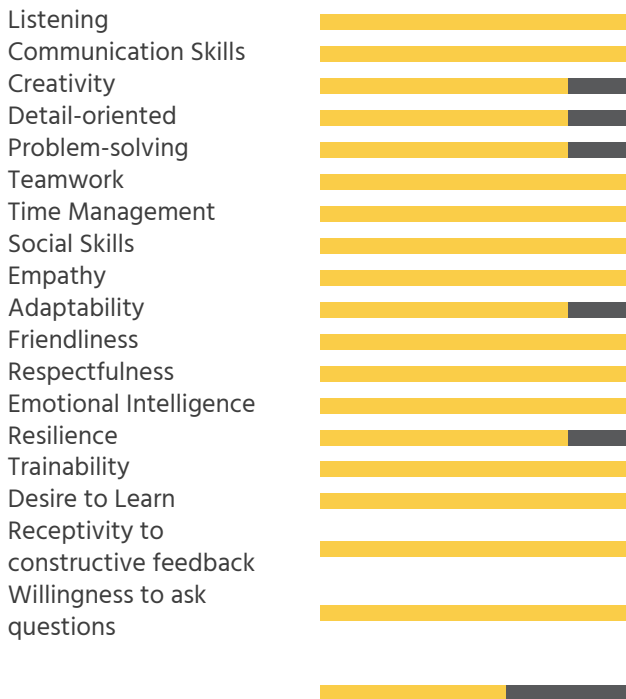
- LANGUAGES



- TECHNOLOGICAL SKILLS



- INTERPERSONAL SKILLS



Volunteering

09/2016 - PRESENT UNITED STATES

Mentor

Real Talk: WOC & Allies for Racial Justice and Anti-Oppression (FB Group)

Along with other mentors, assists in educating potential white members of the group about racism, anti-racism, and how to do the least harm possible to POC in general and the BIWOC in the group in particular.



Hobbies



New Age and Spirituality



Gardening



Learning