

Russell E. Anderson

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SUMMARY OF QUALIFICATIONS

Organized, detail-oriented SAAS writer, editor, mentor, and content strategist. Expert at creating clear and concise educational guides for completing complex technical processes.

EXPERIENCE

Wix.com - San Francisco, CA

Senior Knowledge Base Editor

February 2021 - Present

Reviewing and editing peer work and providing feedback to develop clear content with a consistent voice, tone, and style. Collaborating with global editors to create and refine internal style guides and processes.

Senior Knowledge Base Writer

July 2018 - Present

Writing and revising public help center articles for various SaaS products including CMS, Wix Partners, DNS, mailboxes, account access, and technical issues. Collaborating with Product, Marketing, and Support teams. KB POC for chatbot AI solutions. Exclusively grew the help center for the Wix Answers help desk software from 100 to 500 articles.

Support Team Lead

November 2015 - July 2018

Managed a call center team of 5-10 agents. Trained and coached agents in troubleshooting and customer service skills. Collaborated to create internal procedures for feedback reporting. Lead curator of training materials.

Advanced Tech, Billing Specialist, Supervisor

January 2014 - July 2018

Provided top-tier phone support for advanced technical and billing related escalations. De-escalated upset callers with empathy, creative solutions and articulate explanations.

Customer Support Product Specialist

April 2013 - July 2018

Provided comprehensive phone support for leading SAAS website building platform.

EDUCATION

Recording Connection Audio Institute - San Francisco, CA

Bachelor's Equivalent, Audio Engineering Certificate

March - September 2012

California State University of Chico - Chico, CA

Single Subject Teaching Credential Program

June 2007 - April 2009

Bachelor of Arts, Art Studio - Emphasis in Computer Art,

August 2001 - May 2006

Minor in Anthropology