



NATHALIA BAILEY

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CREATING CLEAR AND HELPFUL CONTENT ONLINE

SKILLS

HTML & CSS
Responsive Development
GitHub & FTP
JavaScript & jQuery
PHP & WordPress
Copywriting
Zoom

TRAINING

Skillcrush Front End
Developer Blueprint

EDUCATION

Stanford University
Stanford, California
Bachelor of Arts

COMMUNITY

Web & Blog Chair,
Ad 2 Orlando

Speaker, Orlando Developers
Meetup

Vice President of
Partnerships, Orlando Lady
Developers

TECHNICAL CUSTOMER SUCCESS CONTRACTOR

Mixmax · Remote · 2017 – Present

- Helped over 1,192 customers succeed with email, prompting comments such as “You Rock Nathalia! I Love MixMax.”
- Created and edited 22 Help Center articles and 10 saved replies.
- Led project analyzing accounts-related tickets, identifying a potential 14 hours/week that could be saved through automated solutions.

FREELANCE FRONT END DEVELOPER AND COPYWRITER

Nathalia Bailey Consulting · Orlando, Florida · 2017 – Present

- Developed a portfolio of 6 websites using HTML, CSS, PHP, and WordPress.
- Contracted for individual and company clients, such as AllProWebTools content management system and Silver Sphere marketing agency.
- Wrote client articles, ranking #0 on Google for [Labeling Do's and Don't's](#).

CUSTOMER SUPPORT, COPYWRITING, AND 401(K) ROLLOVERS LEAD

Guideline Technologies · Burlingame, California · 2016 – 2016

- Designed new automated processes to help over 100 customers rollover their funds, raising Guideline assets under management by over \$1 million.
- Crafted 54+ support articles, as well as email campaigns & FAQ resources.
- Established support protocol to troubleshoot bugs and unblock customers.

CURRICULUM WRITER, TRANSLATOR, AND ASSISTANT HEAD COACH

Fair Oaks Elementary · Redwood City, California · 2014 – 2015

- Developed 2015-16 dance module curriculum and manual.
 - Translated quarterly educational materials for 400+ Spanish-speaking students and their families.
 - Taught 500+ Pre-K-7th grade students engaging physical education classes.
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