

JULIE KUEHL

CUSTOMER SUPPORT
TECHNICAL WRITER

PROFILE

I have a unique perspective of the role and responsibilities of customer support because of my experience as a developer, project manager, business owner, writer, and support agent that allows me to empathize with all the various stakeholders and understand the balance and tensions between their wants, needs, and demands.

CONTACT

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juliekuehl.com

WHAT I'VE DONE

2019-2020

INFINITE LEAP

Support Analyst / Knowledge Manager

Provide help desk support for team members and customers for real-time location services in healthcare. Support operations administration. Order processing. Launched an intranet. Maintain the existing website and built new one for a new product.

2017 - 2019

COSCHEDULE

Customer Support Agent / Technical Writer

Provide email- and chat-based customer support. Monitor social media accounts. Write technical help documentation. Improved the team by addressing the lack of internal documentation. Did research, found the solution (Guru), prepared a proposal, had it approved by management, implemented it, and pushed team adoption. After its implementation, ticket full resolution time went from an average of 8.5 hours to 2.6 hours. To date, over 300 pieces of internal documentation were created.

2016

KANOPI STUDIOS

WordPress Developer

Worked with a fully remote team to build websites from provided designs to meet customer requirements. Used Slack and GitHub to share information to collaborate with the rest of the team.

2015-2016

BCOM SOLUTIONS

WordPress Developer

Participated as a remote member of a small team focused on serving rural America to build websites.

2014-2015

CYBERCHIMPS

Blog Manager / Marketing

Acted as a blog post writer, but also performed support for the popular Responsive WordPress theme from time to time. Our efforts resulted in a profitable company sale.

2014-2015

MODERN TRIBE

Customer Support Agent

Provided ticket-based support for the popular The Events Calendar WordPress plugin. Strengthened my skills in meeting KPI targets such as time on tickets and issue separation.

2010-present

STRAIGHTFORWARD WEB SOLUTIONS

WordPress Development

Worked with clients and agencies to develop responsive, accessible, WordPress websites following industry best practices. Learned how to balance production with planning and paperwork. See portfolio here: <https://juliekuehl.com/portfolio/>

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WHAT I'VE LEARNED

2015

THE INTERFACE WEB SCHOOL

WordPress Developer Training Course

Put my butt where my mouth was and spent 3 months in Omaha, Nebraska to participate in the inaugural WordPress Developer Course by The Interface Web School, sponsored by Flywheel.

WHAT I'VE CONTRIBUTED

2014-present

WORDPRESS.ORG TRAINING TEAM

Team Representative

Lead an international team of volunteers through a major change in tools, workflow, process, and product. Coordinated the redesign and launch of the learn.wordpress.org website. Participated in the global community summit. Managed the team and its projects. Wrote lesson plans and created accessible slides.

FARGO-MOORHEAD WORDPRESS MEETUP

Organizer

Organized a group of like-minded folks to share their experience and expertise about WordPress.

2018

WORDCAMP MINNEAPOLIS

Organizer

Handled social media marketing for the event.

2018

WORDPRESS SITES

WordPress Developer

Redesigned, developed, and maintained a handful of WordPress sites on a volunteer basis including pathwaysbiblecamps.org and ojibweforestrally.com

2013-present

WORDCAMPS

Attendee / Volunteer / Contributor

Attended over two dozen WordCamps (and counting!) as an attendee and as a volunteer and participant in Contributor Days when offered.

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WHAT I DO BEST

HARD SKILLS

- WordPress
- Zendesk
- Slack
- Guru
- Trello
- Jira
- ZenHub
- Olark
- Zoom / GoToMeeting / Google Hangouts / WebEx / Highfive
- Google Docs / Sheets / Slides
- HTML
- CSS
- PHP
- JQuery
- JavaScript
- GitHub / Bitbucket
- Dash / Text Expander
- Wistia
- Loom / Screencastify
- Basecamp
- WooCommerce
- Balsamiq Mockups
- Zapier
- Zoho Desk
- Zoho Books
- Google Sites
- Sensei
- Jetpack
- Mailchimp
- Postmark
- Autopilot
- Intercom
- HubSpot
- Teachable
- Salesforce
- FreshBooks
- Stripe
- Google Analytics
- SEO
- Accessibility
- Omni

SOFT SKILLS

- Writing, English-language
- Remote work
- SaaS products
- Self-direction / Autonomy
- Troubleshooting
- Problem solving
- Leadership
- Teamwork
- Organization
- Knowledge management
- Technical writing
- Systems thinking
- Empathy
- Time management
- Training
- Efficiency
- Video conferencing
- Translating technical info to common language
- Integrity
- Research skills
- Survey design
- Sense of humor
- Persistence

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WHAT PEOPLE SAY ABOUT ME

COSCHEDULE CUSTOMER SATISFACTION

- "Give the lady a raise! I was fully prepared to receive a "sorry, but we all did the best we could," at which point I would leave CoSchedule forever. Instead, Julie took the time to (1) try and comprehend my needs, (2) break the overall picture into actionable items, (3) pick the most salient point I would need for a "win," (4) made a short video that was understandable, actionable, and repeatable (by me) but which did not try to flood me with information, and (5) offer to "be there" for future assistance. In one of my businesses, I have consulted for 30+ years in leadership development, which often includes training in "soft skills" i.e., customer support. This encounter was a textbook example of the way support SHOULD be done. Great job." - Robert H.
- "Julie was helpful and patient, and went the extra mile by contacting me with new information even after my issue had been resolved." - Bill F.
- "I've said it before, but it's worth repeating. Having the chat/email option directly in CoSchedule is so nice! And, like always, the support from the CoSchedule team was top notch. Julie answered my question (no, you can't have two owners), provided a better solution (transfer ownership now and change my status to manager), and then she actually changed the permissions for me. SO HELPFUL. Thanks for another great interaction."
- "Thank you. Very simple answer that I needed in a timely manner."
- "Julie was incredibly attentive, helpful, and patient. The fix was based on user error + oversight, but she gave it diligence nonetheless. Based on this experience, I am not afraid to reach out in the future for help."
- "Julie had the exact answer I needed in a timely manner; thanks as always for being a great partner to our marketing team!"
- "Julie is great! Very friendly and quick to respond."
- "Julie did an excellent job of using the Product Ideas Portal to submit a user's many requests and ideas from one conversation by breaking it down into separate ideas so that we can triage them appropriately to teams. She doubled down on that value by ensuring she had a user story focused on the business value for each idea. This is something we regularly see her do." - Kelly YD, Product Manager