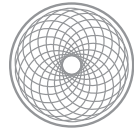


# Casey Greene



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## Experience

### **Content Moderator, Tiny Pictures; San Francisco, CA — 2009**

Moderated video and photographic content uploaded to radar.net, a media sharing community. Managed user accounts, removed inappropriate content, and promoted noteworthy photographs within the community. Assisted with the training of new employees and organization of team schedules and documentation.

### **Guest Services, Tech Museum of Innovation; San Jose, CA — 2009**

Provided excellent customer service assistance in a temporary but greatly needed capacity, used prior experience to expedite training, rewrote Guest Services documentation to facilitate training of future employees.

### **Support Guru, PBworks; San Mateo, CA — 2008**

Answered inquiries, monitored a public customer forum, performed troubleshooting for customers, and documented bugs & shortcomings in the product. Presented product suggestions based on customer feedback to the company.

### **Barista, Starbucks; Sunnyvale, CA — 2007-2008**

Educated customers and partners about coffee beans and tea, creating and serving cafe-style beverages quickly and with attention to detail. Maintained rigorous safety and cleanliness standards store-wide.

## Skills

Experienced in a wide range of software, ranging from Microsoft Office to more specialized tools such as Keibi, PBworks, Salesforce.com, and Unfuddle.

Excellent oral & written communication skills.

Highly skilled at information organization, particularly with respect to creating internal or user-facing documentation. Significant experience working with wikis.

Comfortable and competent working with both Windows & Macintosh computers.

Working knowledge of basic web technologies such as HTML & CSS.

## Education

### **DeAnza College; Cupertino, CA — 2009**

Associates Degree in Arts & Letters