

**Rebecca Diamond**

**Phone: 401.515.5648**

**E-Mail: [rebecca@rebeccadiamond.online](mailto:rebecca@rebeccadiamond.online)**

**RD**

## About Me

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“Why write code, when you can break it?” is something I’ve often said, as I’ve worked with some of the most brilliant coders to test their code to the limits.

I love to make the world a better place, whether that’s examining UI and testing repeatedly for the best UX, or helping improve the flow of words to make the most sense to a reader.

Teaching people is my passion – I believe that people are inherently knowledgeable, and I love to help them uncover the best approach to making software work for them.

## Experience

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### REAKTIV STUDIOS

*Customer Support Specialist*

**July 2017 – Present**

Responsible for supporting the Design Palette Pro plugin. Duties include finding and providing solutions for client issues, identifying bugs, creating issue reports, and assisting with plugin updates.

### RAINMAKER DIGITAL, LLC

*Software Quality Assurance Tester*

**Jan 2015 – May 2017**

Responsible for testing UI and UX for the Rainmaker Platform, and other properties owned by Rainmaker Digital, LLC.

Responsible for suggesting enhancements, reporting bugs, working with developers to track bug fixes and enhancements, and testing software updates.

### COPYBLOGGER MEDIA, LLC / RAINMAKER DIGITAL, LLC

*Customer Support Specialist*

**Sept 2010 – Jan 2015**

Responsible for customer support via a helpdesk interface, assisting with customer account needs.

Responsible for customer technical support via a helpdesk interface, assisting across all product lines including StudioPress, Rainmaker Platform, Authority, Teaching Sells, and Scribe.

### COPYBLOGGER MEDIA, LLC / RAINMAKER DIGITAL, LLC

*Documentation Team Member*

**Jun 2014 – Jan 2015**

Responsible for creating step-by-step documentation for the Rainmaker Platform to ensure ease of use for all clients.

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**COPYBLOGGER MEDIA, LLC / RAINMAKER DIGITAL, LLC**

*Community Manager*

**Sep 2010 – Jun 2014**

Responsible for monitoring and engaging the community on social media channels for all properties across Twitter, Facebook, and Google+.

Responsible for engaging with the Authority community via the members-only forum, LinkedIn, Google+, and Facebook.

**STUDIOPRESS, LLC**

*Senior Project Manager*

**Jul 2009 – Sep 2010**

Responsible for engaging the community, providing technical support via public and members-only forums, and administrating the moderation team on the members-only forums.

Assisted with the testing and implementation of various StudioPress themes, and the Genesis Framework.

**REBWEBDESIGN**

*Owner / Sole Proprietor*

**Jan 2006 – Jan 2011**

Responsible for developing sites for various clients using the WordPress platform.

Provided consulting services for Marketing Strategy, Site Goals, User Engagement, and Customer Retention.

**Education**

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**Home Education**

As a graduate of the homeschool system, I developed an intense thirst for knowledge, and the skills to find information to satisfy that thirst. I've been a life-long autodidact, and believe that there's no excuse for not learning anything a person wishes to learn.

All of my skills are self-taught, and I actively pursue ongoing educational opportunities.

**Additional Skills**

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- Proficient at creating video tutorials using Camtasia.
- Proficient at copy proofing and editing.
- Proficient at editing audio Podcasts and Webinars in GarageBand.
- Comfortable working in Photoshop and InDesign.
- Have assisted with formatting ebooks and other PDFs.
- Familiar with creating online courses using a variety of LMS systems.
- Company Evangelist - I love to network with clients, and connect people with the right solutions for their needs.