

Candice Christensen

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Education:

Weber State University

Aug 2007 - Dec 2009

- Bachelor of Science (B.S.)

Weber State University

Expected Completion May 2025

- Certificate of Proficiency in Professional and Technical Writing

Work Experience:

Internship

Weber State University Leadership Program

January 2025 - May 2025

- Creating templates for lesson plans
- Editing documents being used by the team
- Collaborating on projects for clarity and focus

Solutionreach

Lehi, UT 2015 - 2023

Technical Support Engineer

- Did troubleshooting software and finding solutions.
- Communicated with software users and software development about troubleshooting.
- Writing technical pages to provide clear steps for future troubleshooting.
- Became a resource for enterprise-level users and coworkers for troubleshooting needs and questions.
- Contributed to Knowledge Base articles and updated old information within them to give our clients and staff a better resource to get information

Customer Support Level 2

- Finding the pain point of the customer through questions and understanding of program functions
- Corresponding with other Solutionreach representatives to answer their questions
- Communicating with offices through phone and email

Technologies:

Jira, Confluence, Salesforce, ClickUp, Practice Management Systems, Lucid Charts, Canva, beginner level JavaScript, beginner level Python, Microsoft Suite, Google Suite, Adobe Photoshop, Adobe Premier Pro

Other Work:

Jordan School District

August 2023 - May 2025

Substitute Teacher

- Followed the plans left by the teacher
- Monitored students and engaged them in activities if needed

Volunteer Work:

Youth Leader

- Creating documents for communication
- Updating website for youth activities
- Organizing schedules of youth and leaders for activities
- Communicating about events and service opportunities
- Researching and setting up service opportunities
- Working with the youth giving direction and guidance

Herriman Chorale Marketing

- Creating flyers for events
- Editing wording and design of website