

Invaluable Customer Service Team Member

Zach is an enthusiastic team player who loves learning everything about his work. He is concerned with making himself invaluable to his peers and colleagues. He brings levity and love for people, which not only improves culture, but also improves the quality of care everyone can offer. Detail and system-oriented, Zach wants to understand how things work and relate to each other, not just do the rote work set before him.

Skills & Competencies

- Copywriting & Editing
- Interactive Narratives
- Project Management
- Worldbuilding
- Script Writing
- Writer Management
- Public Speaking & Community Management
- Twine, Mac, PC, Adobe

Experience

Creating, Revising, and Delivering Original Content

- SmartOSC's new website was launching in three weeks. But the site was completely bare of content, and what was there lacked in personality and creativity. This Vietnam-based team also struggled to communicate what SmartOSC offers in English.
- I created a content strategy that would fulfill SmartOSC's deadline and branding objectives.
- The site launched successfully with all content available and without errors, providing a new platform for SmartOSC to launch their marketing efforts.

Fostering Collaborative Development for Creative Work

- At Veritone One, the creative team suffered from siloed communication and creative isolation. Not only were the writers disengaged on a personal level, but our goals were going unmet
- I pitched two team-building activities: a weekly writers meetup and a quarterly brainstorming session
- The weekly meetups created real bonds between colleagues. The brainstorm sessions resulted in dozens of new ideas and over 3 new one-off contracts.

Managing Large Multi-Team Projects with Hard Deadlines

- At ProSites, our team struggled to handle increasing client volume and new writer onboarding while also maintaining quality writing.
- I spearheaded our internal editing system on Google Drive and took on new writer training
- New writers learned how to work to our standards within weeks, not months. Content workload decreased team-wide, allowing senior writers to allocate time to sensitive clients.

Other Experience

Freelance Copywriter <i>Self-Employed</i>	2018 – Present
<i>Creative Copywriter</i> at Veritone One	2021 – 2022
<i>Content Analyst</i> at ProSites Inc.	2016 – 2018
<i>Newspaper and Magazine Editor</i> at Pepperdine Graphic	2015 – 2016

Education

Pepperdine University *B.A. in Creative Writing, Minor in Film Studies* 2013 – 2016

- Elected student representative while studying abroad in Florence, Italy
- Wrote and produced four short films

The Narrative Department *Game Writing Masterclass* 2023

- Completed 10-week course in video game writing to hone skills in interactive narratives, collaboration, and game production

C School *Community Foundations Course* 2022

- Completed 10-week course for online community management, creating community materials, and digesting hundreds of hours of content
- Developed a 30-minute community pitch and presentation, replete with specific community goals

Projects and Interests

- Lead Writer: [The Film](#), a branching narrative with over 15k words.
- Writer: [Ouroboros Express](#), a branching narrative with over 50k words
- Writer, reader, producer for Realms, a Sci-fi Newsletter & Podcast with over 250 subscribers
- Published young adult fantasy novel, [Kursed Kreatures](#)
- I love group fitness
- Traveling the World (16 countries so far)
- Recent Games Played: Dead Space Remake, Alan Wake 2, Outer Worlds, Fortnite