

Hi there!

I'm **Stephanie Gonzaga**.

Empathy, clarity, and active listening—these pillars shape my advocacy for customer happiness and clear documentation. With 10 years of remote work experience, I've worked with small teams and large SaaS companies, focused mainly on creating clean docs and providing round-the-clock support to customers.

Stephanie is a thorough, detailed writer who I've had the pleasure of working with for years across freelance projects at Envato and Zapier. She's quick to learn how to use new software and explain it to others in clear copy.

— Matthew Guay, Senior Staff Writer at [Zapier](#)

WORK EXPERIENCE

Documentation Associate at [iPassword](#)

Full-time/Remote

I write and publish internal documentation for the Customer Support team at iPassword, and update customer-facing documentation on the iPassword Support site.

Customer Support Representative at [iPassword](#)

Full-time/Remote

Specializing on the Mac and iOS platforms, I help new and seasoned users troubleshoot product issues, migrate license customers to the iPassword membership, and report bugs to the Apple development team.

Contributor at [Supported Content](#)

Freelance/Remote

I research and write for Supported Content, a content creation agency for SaaS companies looking to develop their content strategy and provide value to their customers.

Customer Support Advocate at [Kayako](#)

2017-2018 Full-time/Remote

A member of the Support team (London division), I helped customers learn and use product, while crafting self-service content for our Help Center. I've also published articles about self-service and customer support for the Kayako blog.

Published work

- [The Difference Between Customer Support and Customer Success via HelpScout](#)
- [Top 10 Slack Apps to Make Work Easier via BubbleIQ](#)

Published work

- [Personalizing Auto-Responses: Smart Settings for Proactive Support \(blog\)](#)
- [Create Your Own FAQ from Scratch \(blog\)](#)

WORK EXPERIENCE

Contributor at [Zapier](#)

2015-2018 Freelance/Remote

Fuelled by my passion for desktop and mobile apps, I published app walk-throughs of Zapier's partner apps included in their app directory.

Published work

- [WooCommerce](#)
- [MINDBODY](#)
- [Front](#)
- [Demio](#)

Product Specialist and Content Writer at [TeamGantt](#)

2016-2017 Part-time/Remote

I helped users navigate the product while working with the Engineering team to solve technical issues. On the side, I managed the company's editorial calendar, making sure there's a steady queue of quality content to publish each week.

Published work

- [How to Stop Task Switching Without Actually Fighting It](#)
- [30 Dead Simple Productivity Hacks for Remote Teams](#)

Staff Writer and Editorial Manager at [DesignGood](#)

2013-2015 Freelance/Remote

DesignGood was initially a blog that featured people and brands using creativity and design to make a social impact. I was hired to manage the editorial calendar, brainstorm and pitch new topics, and write and publish approved feature articles.

Published work

- [35+ Markdown Apps for the Mac \(Mac.AppStorm\)](#)
- [Notability 5: Get Creative with Your Notes \(iPhone.AppStorm\)](#)
- [How to Reduce the Size of Your PDF Without Compromising Image Quality \(EnvatoTuts+\)](#)

Tutorials Writer and Blog Author at [Envato](#)

2012 - 2014 Freelance/Remote

I first joined the Envato network in 2012 as a blog author for AppStorm.net, writing reviews and round-ups of desktop, mobile, and web apps. I then switched over to Tutsplus.com briefly to write tutorials on how to use apps to get things done.

PASSION PROJECTS

The Daily Pagerie

This is an online store I built to sell books and stationery to readers and enthusiasts within the Philippines. The site is built on WordPress and uses WooCommerce for processing payments and orders.

Launch Your Freelancing Biz Toolkit

Launch Your Freelancing Biz is a program and toolkit designed to help new and up-and-coming freelancers start freelancing and earning income through their unique skills and services. Divided into two tiers, it's my entire library of resources for freelancers.

The Creative Life Series

The Creative Life is a series of interviews where I sit with both local and international creatives to know more about them and to share their stories. You'll find interviews of local artists and writers, as well as creators and visionaries from around the world.

My journey with Stef at Kayako is amazing. She is trustworthy, confident, quick learner, full of positive energy and a brilliant team member. She is always ready to put all her energy and time to get the job done. She would be a true asset to any team and comes with my heartfelt recommendation. — Gurpreet Singh, Senior Customer Success Technical Advocate at [Kayako](#)

WORK REFERENCES

Khad Young

Technical Writing Manager, iPassword
khad@ipassword.com
+1 734-546-5782

PJ Hubbard

Head of Product Operations, iPassword
pj.hubbard@agilebits.com
+1 507-244-0595

Sarah Chamber

Founder, Supported Content
sarah@supportedcontent.com
778-846-3024

Kelly O'Brien

Content Designer
kobrien042@gmail.com
+44 7835 026 450

Gary McGrath

Success Operations Manager, Paddle
gary@paddle.com | garygbm@outlook.com
07966-202-297

Matthew Guay

Founding Editor, Racket
<https://www.linkedin.com/in/matthewguay/detail/contact-info/>

EDUCATION

Content Strategy for Professionals I: Engaging Audiences for Your Organization (verified certificate)
Northwestern University via [coursera.org](https://www.coursera.org)

Bachelor of Arts Major in Literature

De La Salle University – Manila
2011-2013 (completed)

Bachelor of Arts Major in Communication Arts

De La Salle University – Manila
2007-2009 (shifted)

AWARDS & HONORS

Outstanding Thesis Award

De La Salle University – Manila (2013)
Received the award for my work on *Animalia: Mending Human and Animal*. This is an animal poetry collection and my ongoing creative work.

2nd Honors Dean's List

De La Salle University – Manila (2011-2012)
Recognized as a dean's lister for the 2nd and 3rd terms of academic year.