



# VERONICA ROCKSTROM

KNOWLEDGE EDITOR

## CONTACT DETAILS

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## PROFESSIONAL SUMMARY

Santa Barbara based professional with a varied background in graphic design, editorial, and content creation roles. Currently serving as Knowledge Editor at Sonos Inc., helping to drive improvements to our global knowledge base.

Passionate about knowledge/content creation, management, and other editorial/content related opportunities.

## SOFTWARE PROFICIENCIES

- Adobe Suite (PS/AE/Illustrator)
- Microsoft Suite
- Gsuite
- Atlassian Stack
- Salesforce
- Guru
- Collaborative Knowledge Management tools

## CORE STRENGTHS

- Keen eye for details
- Flexible and able to adapt to change
- Effective time management
- Editorial proficiency
- Adept learner

## EDUCATION/CERTIFICATIONS

- Lean Six Sigma Yellow Belt - Cert #J967BalyfS
- CSU Channel Islands 2015 - 2018 Camarillo, CA
  - 2018 Bachelor of Studio Arts and Illustration

## WORK EXPERIENCE

### Knowledge Editor - CX

*Sonos Inc. | 06/2022 - Present*

Responsible for creating, publishing, and maintaining the internal knowledge base used by our global technical support teams, while striving for a more unified, organizational content approach. Emphasis in cross-functional collaboration, copy editing, technical documentation, and content strategy.

### Customer Experience Specialist

*Sonos Inc. | 08/2021 - 05/2022*

In addition to the duties of a Technical Support Specialist, tested a wide array of new tools, while working with various members of the Customer Experience Operations team to identify and resolve knowledge gaps in processes and procedures. Authored technical documentation for agents in the form of written reference materials. Assisted in streamlining the customer/agent experience by developing Chatbot, Runbooks, and troubleshooting Flows. Used KCS methodology to reconstruct and refine the existing Troubleshooting knowledge content based on agent feedback and critical business needs.

### Technical Support Specialist

*Sonos Inc. | 11/2019 - 08/2021*

Provided end user support via social media, email, and chat for customers in multiple regions. Duties included RMA's, first time resolution, troubleshooting a wide array of network related issues, and helping create more efficient communication amongst various smart home devices.

### Production Designer - Account Manager

*Arosha Inc. | 10/2018 - 11/2019*

Responsible for leveraging high client expectations and ideas against actual outcomes for custom apparel, and promotional products. Worked with multiple local businesses and organizations, maintaining a high level of satisfaction and professionalism. Duties included the creation of artwork from scratch within Illustrator, prepping files to be ready for screen print, direct-to-garment, or imprinted on a wide array of custom promotional products. Use of vinyl plotters to cut and prepare decals for land/sea vehicles. Hands-on experience preparing outbound shipments, processing returns, communicating with worldwide vendors, and submitting purchase orders, and navigating accounting software (Quickbooks).

### Visual Content Editor

*Associated Students Incorporated (ASI) | 05/2017 - 06/2018*

Worked to produce a yearly publication via photographing events, editing photos, then designing a consistent and aesthetic layout for "The Nautical", using Photoshop, Illustrator, and InDesign. Leadership position that involved delegating student volunteers to boost event coverage and staff promotional tables. Promoted publication brand "The Nautical" via social media, tabling, and hard copy promotional materials.