

Janna Herron

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EDUCATION

Bachelor of Arts in English and Music

Texas Woman's University, Denton, TX

August 2023

SKILLS

Computer: 73 WPM typing speed with 94% accuracy, Microsoft Office (Word, PowerPoint, Excel, Outlook, Publisher, Teams), Canva, Google (Drive, Docs, Slides, Sheets, Hangouts, Forms, Calendar, Jamboard, Meet), Duda and other website builders like Wordpress and Wix, Social Media (Facebook, Twitter, Instagram), Zoom, Skype

Marketing: creating websites, logos, flyers, posters, business cards, etc.; editing documents; transcribing audio recordings and videos; organizing events; public speaking; data annotation

Customer Service: conflict resolution, active listening and relating well to others, information security training, risk management training, consistent time management, effective communication, attention to detail, handling complaints

Languages: English, conversational Mandarin Chinese, basic Spanish

RELEVANT WORK EXPERIENCE

Author

October 2025 – Present

WIPF & Stock Publishers, Eugene, OR

- Copyedited final manuscript to prepare for typesetting and publication
- Researching conferences, bookstores, events, and organizations to host book signings, tables, and talks
- Collaborating with other professionals and authors in the writing and publishing industry

Linguist / Speech Verifier

May 2025 – Present

DataForce Transperfect, Atlanta, GA

- Verify audio files for data annotation
- Check for grammatical errors and proper use of language
- Edit annotations to meet qualifications for publication

Customer Service Representative

April 2025 – Present

Unleashed Doggy Daycare, Johns Creek, GA

- Complete reception duties for front desk, including sending emails, directing phone calls, answering questions, filing paperwork, and organizing drawers
- Provide accurate documentation of immunization, owner, and pet records
- Handle complaints, emergency situations, and ensure safety of the facility
- Create marketing flyers and promote daycare activities and add-on services

Mental Health Advocate / Ending the Silence Young Adult Presenter

August 2021 – Present

Present

National Alliance on Mental Illness (NAMI), North Texas & Georgia

- Travel to various locations in the workforce, schools, or communities to share my mental health story
- Attend meetings for advocacy and answer questions pertaining to mental health resources
- Post mental health related content on different social media channels

Mental Health Technician

July 2021 – January 2022

Santé Center for Healing, Argyle, TX

- Organized the office by filing, putting together folders, labeling binders, and updating signage weekly
- Reported and documented safety hazards, reasons for concern, or conflicts between residents of the rehab facility
- Provided timely response to medical, environmental, or psychological emergency situations to ensure safety for residents and staff
- Compiled admission and discharge paperwork, as well as acquired necessary signatures

Author

December 2019 – December 2022

Koehler Books Publishing, Virginia Beach, VA

- Collaborated with editors, publishers, marketing professionals, and other authors
- Hosted book signings, tables, and events for marketing efforts

Sensory Motor & Cognitive Skills Coach

September 2020 – April 2021

Brain Balance Achievement Centers, Denton, TX

- Provided one-on-one coaching through a research-supported program for people of all ages with autism, developmental delays, sensory processing disorders, or learning disabilities
- Facilitated program that focused on balance, motor skills, proprioception, and many other areas
- Discussed client progress with parents and families
- Filed appropriate documentation to maintain office organization

PUBLISHED WORK

Herron, Janna. *Brokenness Restore: The Path to Recovery is a Healing Journey*. WIPF & Stock Publishers, Resource Publications Imprint, Jan. 2026.

- Christian Living book that delves into the intersection of faith and mental illness
- Follows the author's journey of mental health treatment and hospitalizations and how God is using her story

Herron, Janna. *Transforming Tears*. Koehler Books, 28 Dec. 2019.

- Narrative nonfiction book, based on a true story
- Follows the author's grandfather and his life, growing up in Malaysia and immigrating to the United States

Herron, Janna. "What No One Told Me about Being in a Psych Hospital." *NAMI*, 19 Apr. 2023, www.nami.org/advocate/what-no-one-told-me-about-being-in-a-psych-hospital/.

- Personal essay on a psychiatric hospital experience

Herron, Janna. "How An Attempt On My Life Led Me To Recovery." *NAMI Texas*, 9 Sept. 2024, namitexas.org/how-an-attempt-on-my-life-led-me-to-recovery/.

- Personal essay on surviving a near-death suicide attempt and how it led to embracing recovery

AWARDS / HONORS

1st Place Winner

August 2024

Writers Workshop - Pitch Contest

Dekalb County Public Library, Decatur, GA

International Baccalaureate Diploma

May 2018

Valedictorian & Honors Graduate

Denton High School, Denton, TX