**EDUCATION**

2014

# BA in TECHNICAL COMMUNICATION

# Eastern Washington University, Cheney, WA

**Minors in Visual Communication Design, Linguistics, and Anthropology**

**Eastern Washington University**

2011

# AA in GENERAL STUDIES, DTA

Spokane Falls Community College, Spokane, WA

# TheCelebrityCafe.com

**WORK HISTORY**

Jun 2013 - Aug 2013 AAAugust es en t

**Contributing Writer**

**Angela Cory, Senior Editor**

* Editing contributing writers’ posted stories.
* Following AP and in-house style guides.
* Posting 15-18 news stories every week during 12-week internship.
* Escalating stories with serious errors to Senior Editors for further review.
* Posting three to five stories every week to social media sites, such as Twitter.
* Updating Excel spreadsheet daily to track assigned tasks.
* Writing news stories based on AP style guide standards.
* Using in-house style guide to address issues that AP style guide does not address.
* Emailing Senior Editors with questions or concerns.
* Working remotely from home in a confidential environment.

Dec 2006 - Apr 2007

 **Corbin Senior Activity Center**

 **Administrative Assistant**

 **Christa Richardson, Executive Director**

* Writing monthly newsletter and informational flyers with Microsoft Publisher.
* Tallying monthly Senior Center visits for government tracking purposes.
* Completing room rental contracts for customers.
* Tracking auction donations with Excel.
* Managing project timelines and resources.
* Writing receipts for room rental deposits.

# ICT

**Customer Service Representative**

Desiree Daley, Team Leader

 Apr 2005 – Feb 2006

* Maintaining confidential and proprietary information.
* Answering banking customers’ phone calls.
* Escalating calls to back office when necessary.
* Troubleshooting online banking issues.
* Ordering checks for customers.
* Cancelling debit cards when customers report the cards as lost or stolen.
* Filing debit card transaction disputes per customer request.
* Ordering new debit cards at customer’s request.
* Educating customers about banking products.
* Resolving customers’ questions and concerns about their bank accounts.

**WORK HISTORY continued**

2009 - 2011

# Venture Data

**Interviewer**

Aug 2004 – Jan 2005

Tracy Simpson, Team Leader

* Interviewing people via telephone for political and consumer surveys.
* Asking open-ended questions to avoid influencing the customer’s responses.
* Typing the customer’s responses verbatim into DOS-based computer program.
* Pronouncing difficult words correctly.
* Using auto-dialer to choose people at random to interview.
* Placing customers on Do-Not-Call list at their request.

**Dakotah**

**Customer Service**

Apr 2003 - Jul 2004

Phil Bigelow, Team Leader

* Activating Sears’s credit cards for Sears customers.
* Meeting sales quotas for Sears AccountCare.
* Assisting Wells Fargo Home Loan customers to apply for a new home mortgage.
* Troubleshooting satellite receiver boxes.
* Activating satellite receiver boxes.
* Refunding satellite customer’s accounts as appropriate.
* Escalating calls as necessary.

# Service Learning Projects

**Technical Writing Experience**

Eastern Washington University

* EWU Student Research and Creative Work Symposium
* Citizen's Action Committee
* Grant Writing Project
* Publication Design
* Procedures Project
* Professional Writing Project

# SOFTWARE EXPERIENCE

* Adobe 6 InDesign, basic experience
* Canvas Learning Management System
* Blackboard Learning Management System
* Microsoft Office Suite, proficient experience
* Adobe CS 6 Photoshop / Illustrator, basic experience
* Adobe Acrobat
* Adobe Dreamweaver
* GitHub
* Codepen
* Sublime Text II

**Programming languages**

* HTML 5, basic experience
* CSS, basic experience