

# Alex M. Province

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## EDUCATION

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### University of Massachusetts Amherst

*B.A. Journalism, Psychology*

*Amherst, MA*

**September 2018 – May 2022**

#### Amherst Wire

Four years of writing in AP Style. One year as a professional reporter for Amherst Wire. Experienced with researching, writing, and editing reader-friendly documentation of complex subjects in a concise format.

## SKILLS

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**Documentation:** Active voice, AP Style, Document Permissions and Source Control, Document Formatting, SME Note Taking, Docs-as-Code documentation

**Languages & Tools:** HTML, Markdown, Git, GitHub, VS Code, Microsoft 365, Microsoft Visio, Adobe FrameMaker, MadCap Flare

## PROJECTS

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- [Code Editing Sample - GitHub Pages Site in Markdown](#)
- [Research Method and Statistics Writing Sample \(MLA\)](#)
- [Public Policy Writing Sample \(AP Style\)](#)
- [Neuroscience Writing Sample \(MLA\)](#)

## WORK EXPERIENCE

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### Motive (Formerly KeepTruckin)

*Sales Development Representative II (Senior)*

*Remote, CO*

**March 2023 – Present**

*Sales Development Representative*

**May 2022 – Feb. 2023**

- Motive is a Cloud 100 technology company creating cloud software and IOT hardware for physical businesses.
- Averaging 120% quota attainment in a fast-paced setting with hard deadlines. Developing new business opportunities by averaging \$100K per month in qualified pipeline generation. High-output contributor.
- Documenting internal product updates and trainings to present user-friendly summaries to a sales team weekly.
- Product-focused, naturally curious, and customer-advocating. Collecting subject matter updates from multiple departments including Solutions Engineers, Product Onboarding, Customer Success, Sales, and Marketing.

### Student PIRGs

*Campaign Coordinator*

*Remote, MA*

**May 2020 – May 2021**

- PIRGs is a bipartisan democracy engagement non-profit that hires campaigners across the nation.
- Drafted, edited, and formatted email campaigns for outreach to state policymakers and stakeholders in academia.
- Wrote creative copy and edited content for social media campaign ads in both text and image mediums.
- Provided feedback and evaluations to a team of 5 other interns. 25% of team's outbound calls were successfully registered to vote. Created a voter engagement presentation released in onboarding that reached 2,000 students.

### T-Mobile

*Product Expert (Mobile Devices)*

*Hadley, MA*

**Apr. 2019 – Dec. 2019**

- Attained 100% of monthly quota for upsells, expansions, and product sold while putting the customer needs first.
- Identified and solved IT issues on client mobile devices: OS startups, network connectivity, freezes/crashes, etc.
- Closed service contracts for customers with accuracy, adaptability to their needs, and effective time management.