Alex M. Province

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EDUCATION

University of Massachusetts Amherst *Amherst, MA*
B.A. Journalism, Psychology **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

Documentation: Active voice, AP Style, Document Permissions and Source Control, Document Formatting, SME Note Taking, Docs-as-Code documentation
Languages & Tools: HTML, CSS, Markdown, GitHub, VS Code, Microsoft 365, Microsoft Visio, Confluence, Adobe FrameMaker, MadCap Flare, WordPress

PROJECTS

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

WORK EXPERIENCE

Motive (Formerly KeepTruckin) *Remote, CO*
Sales Development Representative II (Senior) **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 *Remote, MA*
Campaign Coordinator **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 *Hadley, MA*
Product Expert (Mobile Devices) **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.