

## **ABIGAIL WING**

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### **EDUCATION**

#### **University of Massachusetts Amherst**

- Bachelor of Arts, Commonwealth Honors College, May 2023
- Majors: English, History; minors: French, IT; certificate: Professional Writing and Technical Communication (PWTC), GPA: 4.0
- Honors Thesis: "Usability Testing for People with Disabilities on UMass Financial Aid Web Pages"

**Computer Skills:** MadCap Flare, IXIASOFT, Confluence, Jira, MS Office – Word, Teams, Excel, PowerPoint, Outlook, SharePoint; Adobe – InDesign, Illustrator, After Effects; Drupal, WordPress, Canva

**Programming Skills:** Java, Python, HTML/CSS

### **EXPERIENCE**

#### **Teaching Assistant, HTML/CSS**

University of Massachusetts Amherst, Amherst, MA, February 2022 – Present

- Assist students with HTML/CSS exercises during weekly office hours
- Write and post class notes on class WordPress website
- Score weekly HTML/CSS exercises

#### **IT Communications Intern**

University of Massachusetts Amherst IT Communications, Amherst, MA, January 2022 – Present

- Wrote an FAQ for faculty and staff in Drupal on Microsoft Teams Calling
- Wrote quick-start documentation for instructors and students using Zoom Rooms

#### **Honors College Student Ambassador**

University of Massachusetts Amherst Honors College, Amherst, MA, August 2021 – Present

- Conduct information sessions for prospective students and assist with admissions events
- Provide front desk reception support by answering emails and responding to phone calls

#### **Writing Tutor**

University of Massachusetts Amherst Writing Center, Amherst, MA, September 2020 – Present

- Collaboratively assist tutees with writing concerns in 45 minute tutoring sessions
- Gave a presentation to 40+ undergraduate and graduate tutors on Word's collaboration tools

#### **Editor-in-Chief**

*The Scribe* Literary Magazine, Amherst, MA, September 2019 – Present

- Manage a team of 10+ members to produce two editions of the official student-run literary arts magazine of the College of Humanities and Fine Arts per year
- Use WordPress to produce the online edition in the fall
- Use Canva to produce the print edition in the spring as well as social media posts

#### **Technical Publications Intern**

Hewlett Packard Enterprise, Remote, June 2022 – September 2022

- Presented accessibility project to 100+ employees at company intern fair
- Completed rebranding project using DITA in IXIASOFT
- Resolved documentation bugs and stories in Jira as part of a cross-functional scrum team
- Created documentation in Confluence on writing accessible documentation