

Matthew Bukowski

Work Experience:

Harris Interactive, Sterling, VA

June 2013 - Present

Technical Writer

Key Work Experience:

- Research, develop, draft, and maintain extensive library of documents for Department of State Information Technology professionals at embassies around the world
- Update and create documents in Microsoft Word, Excel, and PowerPoint
- Interact with technical developers and engineers to perform end-to-end quality assurances of the technology ranging from peripheral hardware to entire network
- Upload documents to SharePoint website being viewed and accessed by multilingual IT technical professionals all over the world
- Interact with end users to clarify, edit, update, and hone documentation to end user needs as systems change and develop
- Personally interact with customers to ensure satisfaction with final product
- Perform duties according to complex and ever changing business practices in order to be compliant with ISO, government standards, and style guides
- Meet tight deadlines on documentation for programs and systems being implemented around the world

Eagle Productivity, Rochester, NY

September 2012 – February 2013

Technical Writer

Key Work Experience:

- Created, developed, and designed education and training materials for business professionals working with new technology
- Updated and created documents in Microsoft Word, Excel, and PowerPoint
- Worked as end user in complex end-to-end procedures within any suite of complex business-specific applications and databases to gain in-depth knowledge of client-specific practices and needs
- Performed according to the varying style guides of several different companies and clients
- Interacted with end users to clarify, edit, update, and hone documentation to end user needs as systems change and develop
- Personally interacted with customers to ensure satisfaction with final product

Afterimage Magazine, Rochester, NY

August 2011 – August 2012

Copy Editor/Fact Checker

Key Work Experience:

- Wrote and edited material for Project Inklight, a site building clients' strategic communications and branding
- Performed fact-checking for print magazine
- Performed duties according to strident style guide and tight deadlines
- Interacted with authors to hone journalism and essays for publication
- Managed freelance and online content from amateur poets responding to online contests

Publications

- Short Story "July 1941" published in Writer's House Apollo Magazine
- Short Story "Dishwashing" published in North Central College Review

Fall 2009
Spring 2008

Kaplan TestPrep, Alexandria, VA & Rochester, NY

December 2009 – Present

Instructor/Tutor

Key Work Experience:

- Design, customize, and present lesson plans for students preparing for standardized tests
- Teach daily lessons and work individually with students to tutor in math, vocabulary, and writing skills

TEDxFlourCity, Rochester, NY

June 2012

Emcee

Key Work Experience:

- Served as emcee for the inaugural TEDxFlourCity event with 150 attendees, entertaining audience and introducing 14 speakers

Starbucks Coffee Company, Binghamton, NY

August 2009 – May 2011

Shift Supervisor

Key Work Experience:

- Supervised 3-4 staff members and managed daily operations of fast-paced service environment
- Performed friendly and efficient customer service helping to create a regular client base

Education:

Bachelor of Arts in Creative Writing,

State University of New York at Geneseo

Recipient of Campus Auxiliary Services Student Employee Scholarship for Exemplary Service to Community

Skills:

- Proficient in Microsoft Office (Word, PowerPoint, Excel)
- Proficient in conversational French
- Strong interpersonal skills built on respect for different perspectives, passion for the products I create, and enthusiasm for sharing them with clients
- Solutions-driven problem-solver based on years of experience in fast-paced environments
- Detail oriented