Ellissia Falkman

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Education

University of Minnesota, Twin Cities   Minneapolis, MN
    College of Liberal Arts   *Anticipated Graduation: May, 2024*
Bachelor of Science in Technical Writing and Communication   Institutional GPA: 3.524
    Biological and Health Sciences   Major GPA: 3.727

- Relevant Coursework: Technical & Professional Writing; Editing, Critique, and Style; Chemistry for Life Sciences I; Genetics; Introduction to Clinical Trials; Scientific, Medical, and Health Writing; Writing with Digital Technologies
  - Skills: technical writing, graphic design, DITA XML, HTML, CSS, scientific research
  - Achievements: Dean's List, President's Emerging Scholar, Dean's Scholar

Work Experience

University of Minnesota   Minneapolis, MN
    IT Student Support Representative   *September 2022 - Present*
    Technical Writer, Training Mentor, and Student-Lead

- <u>Technical Writing (40%)</u>: Utilized 5 software including TeamDynamix and Google Workspace and conversed with subject matter experts (SMEs) to write articles for the UMN IT knowledge base
  - Wrote instructive and informative articles about UMN IT software and hardware
  - Consulted SMEs on Tier 2 technology teams to edit final drafts
  - Cleaned HTML in HTML Tidy to transfer documents from Google Docs to TeamDynamix
  - Managed article life cycle and linking in TeamDynamix content management system
- <u>Leading (30%)</u>: Oversaw IT service desk functions for 20+ employees to ensure that troubleshooting calls, training meetings, and various other communications were handled correctly and timely
  - Re-evaluated the training system in 2-hour biweekly group meetings of student-leads to enhance trainee participation and progress
  - Asked questions in 30-minute interviews and evaluated candidates to hire beneficent staff
- <u>Training (20%)</u>: Evaluated 2-10 trainees at a time and suggested approaches to ensure the best possible assistance for incoming callers
- <u>Troubleshooting (10%)</u>: Conversed with 5 callers per hour who needed assistance with troubleshooting, which included the following software: Microsoft Office, Google Workspace, Adobe, Windows operating system (OS), macOS

University of Minnesota   Minneapolis, MN
     Research Interviewer   *March 2022 - August 2022*
- Conversed with 70+ survey participants per 8-hour shift through Google Voice to ensure participation in population measurement research
- Entered data from conversation with participant using Google Tables for the accuracy of research
- Scheduled survey calls with participants using Google Calendar to ensure timeliness

Circle K   Le Sueur, MN
     Customer Service Representative   *July 2020 - August 2021*
- Customer service, cashiering, interpersonal communication

Agropur   Le Sueur, MN
     Customer Service Representative   *May 2019 - July 2020*
- Customer service, cashiering, interpersonal communication

Entrepreneurial Experience

Website Design   *February 2023 - May 2023*
- Utilized Wix to design a website that served as a detailed planetary health consultant profile
- Delivered 5 separate pages that summarized their story, resume, project portfolio, academic research, and professional services so that a public audience could trust their image and acquire their services

Projects

Technical Writing Portfolio   *January 2024 - Present*
- Currently developing a website that will display my work as an undergraduate
  - Will display a technical description, an instructive article for technicians, a grant proposal, an Adobe Indesign infographic, and a formal report
- Utilizing HTML, CSS, and JavaScript in Visual Studio Code for website development and hosting