

# Luke Hendley

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## Summary

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Communications professional specializing in written and interpersonal communication. Recently completed a term of national and community service through the AmeriCorps National and Civilian Community Corps (NCCC), supporting the Federal Emergency Management Agency (FEMA). Accomplished in writing, research, editing, and communications.

## Experience



### Volunteer

Mozilla

May 2020 - Dec 2020 (8 months)

Editing and Technical Writing for the SUMO Support wiki for Mozilla. Reviewed and proposed changes for pre-existing support pages on the wiki. Proposed over fifty changes and composed one accepted rewrite of a document. Overall, increased customer experience by increasing ease of access to information.



### FEMA Corps, Corps Member

AmeriCorps NCCC

Mar 2020 - Mar 2021 (1 year 1 month)

FEMA Corps 40+ Hours/Week

Southern Region: 2715 Confederate Ave, Vicksburg, MS Stipend: \$4000/Year

Supervisor: Team Leader Darby Mcmonagle (443) 952-0401

Supervisor: Unit Leader Melissa Fairless (202) 948-5174

Project Outreach Liaison: Coordinated 245+ combined hours of community service over long distance, utilizing networking, cold calling, and other communication skills. Maintained paperwork and records related to the community service work.

Corps Member: Served over 80k different individuals with disaster recovery and preparedness.

Completed research and technical writing for 2 federal profiles, aiding in the standardization and updating of the profiles.

## Education



### North Carolina State University

BA, Interpersonal Communications

## Skills

communication skills • conflict management • Problem Solving • Teamwork • XML • HTML5 •  
Research • Technical Writing • Documentation • MadCap Flare

## Honors & Awards



### **Gold Presidential Award for Volunteer Service**

Mar 2022

Earned for working and volunteering beyond regular work hours during the FEMA Corps program.