

Olivia Yahner

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Education

University of Massachusetts Amherst

- BA, College of Humanities & Fine Arts, May 2025 - GPA 3.2
- Major: English, Minor: Biology
- Concentration in Creative Writing
- Professional Writing & Technical Communication Certificate Program

Computer/Tech Skills

- MadCap Flare, Microsoft Word, Google Docs, Google Slides, Google Sheets, Instagram, Facebook
- Comfortable in Windows and OSX

Relevant Coursework

Introduction to Professional Writing

- Communicated complex information to non-specialist audiences.
- Created memos, reports, job materials, and a grant proposal that required financial research and article sources to support findings.
- Researched and experimented with several AI programs through multiple group presentations.

Professional Writing and Tech Comm 1

- Learned software documentation and principles of page design, writing and editing processes used in the software industry
- Conducted usability testing of my Microsoft Word manual with multiple participants.
- Delivered a 25-page manual documenting a software product with Microsoft Word.

Experience

North Star Farms Internship

North Star Farms | Norwell, MA | May 2021 - June 2021

- Monitored and scheduled daily maintenance for multiple domestic and farm animals
- Collaborated with team members, providing proper and specific care for farm animals
- Directed several team members in additional agriculture maintenance for the farm