

## Education

**BA in Technical Communication  
minor in Design  
minor in Journalism**  
Eastern Washington University  
Expected Fall 2013

## Technical Skills

### Writing Proficiencies

Instructions and Procedures  
Interoffice Communication  
Proposals and Grants  
Business Reports  
Press Releases  
News Writing

### Software

Mac OS X  
Microsoft Windows  
MS Office Suite  
AdvancedMD  
MicroMD

## Design Skills

### Design Proficiencies

Design Rationale (Layout,  
color, typography)  
Data Visuals (Charts,  
tables, spreadsheets)

### Software

Adobe Suite: InDesign  
Illustrator, Photoshop  
Dreamweaver, Bridge  
Github

### Languages

Basic understanding of  
HTML5/CSS 2 and 3

## Experience

### *Staff Reporter*

Jan 2013 - April 2013

#### **The Easterner, Cheney WA**

Report news via print, online, and video  
Take pictures using SLR camera with multiple lenses  
Engage with students, staff, and faculty on campus to find potential story leads

### *Staff Writer*

Sept 2012 - Dec 2012

#### **The Easterner, Cheney WA**

Write and edit 1-2 news beat stories relevant to EWU students, staff, and faculty  
Publish news stories online using WordPress, Facebook, and Twitter

### *Technical Writing Intern*

April 2012 - Feb 2013

#### **SAFCO Corporation, Safety Dept, Spokane WA**

Compose and edit manuals for steel stud and grain system product lines  
Produce signage, certificates, programs, and meeting minutes for Safety Dept  
Prepare and format safety training and new hire documentation  
Assist Marketing Dept with writing and editing of website and print documents

### *Information Systems Support*

June 2009 - June 2012

#### **National Medical Management, Spokane WA**

Assist patients, insurance companies, and healthcare providers with billing needs  
Maintain and build databases containing sensitive patient and doctor information  
Credential doctors and medical facilities with insurance companies  
Balance and reconcile books for twelve clients monthly  
Manage 1-2 billing office clerk employees

### *Billing Office Clerk*

June 2008 - May 2009

#### **National Medical Management, Spokane WA**

Compile medical reports and EOBs to be included with client records and billing  
Keep client files organized and current  
Prep expired files for proper storage according to protocol

### *Data Entry Clerk*

July 2007 - May 2008

#### **Innovative Solutions, Helena MT**

Enter content for websites on behalf of clients into backroom-type software  
Consult on ideas for page layouts, graphic design, and look and feel of client sites  
Perform basic design work to assist with project demands

### *Transcriber*

Jan 2006 - June 2007

#### **CBCOG, Hollister CA**

Listen to pre-recorded messages, and transcribe them into digital format  
Proofread transcribed documents to include proper grammar and usage  
Prepare informational documents for publishing in requested literature

## Accomplishments

Achieved Deans List standing every quarter  
Awarded The Horatio Algers Scholarship  
Wrote published front page news stories