

KATHERINE J. LUCAS, MA

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7025 SW Garden Home Rd. ♦ Portland, OR 97223

QUALIFICATIONS 2010 Portland State University graduate skilled in general office duties. Ability to type 40+ wpm and 4000+ kph 10-key. Superior skills in writing, desktop publishing, editing, and proofreading. Ten years of customer service experience in a retail environment. Proficient in Microsoft Word, Powerpoint, and Excel, as well as Adobe InDesign, Photoshop, and Acrobat. Familiar with both Mac and Windows operating systems.

EXPERIENCE **Borders Books and Music** | Portland, Oregon

Bookseller | November 2007–January 2011

- Accurately and efficiently processed inventory returns to distributors.
- Employed extensive retail experience and product knowledge to provide the best possible customer service both over the phone and in the store.
- Completed inventory projects on schedule, modifying complex corporate guidelines to fit store needs.

Ooligan Press | Portland, Oregon

Marketing Assistant | September 2008–January 2009

Editor | January 2009–June 2010

- Utilized research and data entry skills to compile databases of potential marketing contacts.
- Copyedited and proofread multiple manuscripts, utilizing the *Chicago Manual of Style* and in-house style guides to ensure quality and consistency; provided constructive feedback in a positive manner to help authors reach their full potential.
- Participated in manuscript development and marketing decisions.

EDUCATION **Master of Arts in Writing**, Portland State University, June 2010

Bachelor of Arts in English, Portland State University, March 2008

Portfolio available upon request.