

Anna Proctor

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EDUCATION

University of Massachusetts Amherst, May 2020

Bachelor of Arts in English

- Minor in Linguistics
- Certification in Professional Writing and Technical Communications
- **GPA: 3.96**

Writing Skills: software documentation, grant writing, expanded definitions, editing

Software Skills: Madcap Flare, HTML/CSS, Microsoft Office, Adobe InDesign, Adobe XD

RELEVANT COURSEWORK (*writing samples available upon request*)

Advanced Software Documentation

Spring 2020

- Published single-source, multi-channel documentation using the CMS software Madcap Flare
- Produced software documentation articles for an online audience
- Designed flyers, magazine spreads, and expressive typography using Adobe InDesign

Introduction to Software Documentation

Fall 2019

- Translated complex concepts into easy-to-understand instructions
- Wrote, edited, and designed a 31-page Microsoft Word user manual
- Interviewed potential users to gain an understanding of their needs
- Conducted usability tests to identify content gaps in existing documentation

Introduction to Professional Writing

Fall 2019

- Researched, wrote, and edited a 24-page mock grant proposal
- Wrote professional documents such as memos and feasibility reports
- Collaborated with a group to create an educational presentation on data privacy

WORK EXPERIENCE

Marshfield Tennis Club

Marshfield, MA

Youth Tennis Instructor

2016 – 2019

- Worked with fellow instructors to create flexible lesson plans
- Taught students the fundamental skills of tennis through games and drills
- Communicated with parents to learn about students' individual needs

Village at Proprietors Green

Marshfield, MA

Server

2017 – 2019

- Collaborated with fellow servers to provide prompt service and respond to challenges
- Built a rapport with customers to tailor service to their needs
- Assisted customers with disabilities to create an accessible environment