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

Software Skills: Adobe FrameMaker, Madcap Flare, Linux, HTML/CSS, Jira, Rancher, Grafana, Adobe InDesign, Microsoft Office, Adobe XD, GitLab, GitHub, Snagit

WORK EXPERIENCE *(writing samples available upon request or on aeproctor.github.io)*

Junior Technical Writer   October 2020 – present

Infovista   *Billerica, MA*

- Write and maintain customer facing documentation such as end user, administration, and installation guides using Adobe FrameMaker
- Conduct independent research of engineering concepts and terms to develop a deeper understanding of the product line
- Edit internal documentation to ensure proper grammar and consistent branding
- Communicate with software engineers and product managers to learn about new product features, provide/receive feedback, and ensure the high quality of documentation
- Perform and document regular system upgrades on a product test system using Linux

Server   2017 – 2019

Village at Proprietors Green   *Marshfield, MA*

- Welcomed customers in an enthusiastic manner and provided prompt service
- Prepared the restaurant for evening shifts to ensure a fine dining atmosphere
- Assisted coworkers at peak times to ensure high quality and efficient service

Youth Tennis Instructor   2016 – 2019

Marshfield Tennis Club   *Marshfield, MA*

- Designed flexible and fun lesson plans for students of varying ages and skill levels
- Taught group and private lessons both as a solo instructor and with the help of coworkers
- Assisted in running community events such as tennis block parties and small tournaments