

Anna Proctor

24 Jayna Way, Marshfield, MA 02050
(781) 424-3153 | anna.prctr@gmail.com | aeproctor.github.io

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, Jira, HTML/CSS, Microsoft Office, Adobe InDesign, Adobe XD, Rancher, Grafana, Microsoft Teams, GitLab, GitHub, Linux

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

WORK EXPERIENCE (*writing samples available upon request*)

Junior Technical Writer

October 2020 – present

Empirix

Billerica, MA

- Write and maintain customer facing documentation such as end-user, administration, and installation guides using Adobe FrameMaker
- Edit internal engineering documents to ensure proper grammar and a consistent look and feel
- Communicate with engineers and product managers to learn about new product features, provide/receive feedback, and ensure the high quality of documentation
- Learn complex engineering and telecommunications concepts and translate them into engaging and user-friendly procedures

Youth Tennis Instructor

2016 – 2019

Marshfield Tennis Club

Marshfield, MA

- Worked with fellow instructors to create flexible lesson plans for a constantly changing group of students
- Taught students the fundamental skills of tennis through engaging games and drills
- Communicated with parents to learn about students' individual needs and prioritize their success

RELEVANT COURSEWORK

Advanced Software Documentation

Spring 2020

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

Introduction to Software Documentation

Fall 2019

- Wrote, edited, and designed a 31-page Microsoft Word user manual
- Interviewed potential users to gain an understanding of their daily tasks and product expectations
- Conducted usability tests to identify content gaps in existing documentation and gather user feedback

Introduction to Professional Writing

Fall 2019

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