
Education

March 2012 – June 2013

Western Governors University

- Completed a master's degree in business administration (MBA) with a concentration in management and strategy
- Coursework: human resources, e-business, social responsibility, organizational management, leadership, financial analysis, risk management, decision analysis, supply chain management, strategic management, and MBA capstone

December 2010

Liberty University

- Completed a bachelor's degree in multidisciplinary studies with concentrations in business and computer science
- Computer science coursework: networking, office applications, computer ethics, database management, Visual Basic, Java programming, systems analysis and design, web development, operating systems, and computer architecture
- Business coursework: personal finance, management, international business, accounting, human resources, and organizational behavior
- GPA: 4.0
- Placed on the Dean's List in the summer semester of 2010

Work Experience

October 2014 - Present

Smarthinking

Position: Writing Center Tutor

Summaries of Responsibilities:

- Reviews student essays and offers suggestions for improvement of thesis, organization, grammar, word choice, references, and adherence to assignment instructions
- Tutors ESL and developmental students

February 2014 - Present

TripleCurve

Position: Freelance Writer and Editor

Summaries of Responsibilities:

- Writes and edits Internet content for a variety of projects, including eBay and GumTree shopping guides, question and answer pages, and customer service answers
 - Coaches writers to help them better adhere to the company's style guide
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**January 2012 –
Present**

Remilon

Position: Education Content Writer and Minor Editor

Summaries of Responsibilities:

- Researches, writes and makes minor edits career and education guides detailing degree program requirements, admissions requirements, tuition costs, course descriptions, licensure and career advancement opportunities
- Coaches other writers to increase adherence to style guidelines for each project
- Has written and edited online marketing ads for company's educational websites

**September 2010 -
September 2014**

Demand Studios

Position: Freelance Technology Writer

Summaries of Responsibilities:

- Has written over 1,300 technical support articles on information security, operating systems (Ubuntu, Windows, and Mac OS X), mobile devices (iPhone, Android, BlackBerry, and Windows Mobile), consumer and business software, web development, social media, networking, and computer hardware

**March 2010-
Present**

Leapforce

Position: Independent Contractor Search Engine Evaluator

Summaries of Responsibilities:

- Tests websites for usability, helpfulness, and overall quality

**February 2006-April
2010**

Meijer

Position: Customer Service Representative

Summaries of Responsibilities:

- Assisted customers with returns, exchanges, postage sales, lottery sales, faxes, and money orders
 - Checked out customer purchases, handled money, and bagged purchases
 - Operated the store's self-scan system and managed ten self-checkout lanes
 - Handled incoming phone calls from support calls from customers
 - Cared for plants in the store's gardening center for three months
 - Supervised other cashiers as a service coordinator on an occasional basis
 - Trained new cashiers, service desk workers and self-checkout operators
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Skills

- Intermediate experience with Microsoft Office 2013, including Outlook, Excel, Word, and PowerPoint
- Proficiency using Google Docs
- Can speak, read, and understand intermediate German
- Experience in search engine optimization (SEO), social media, PPC ads, HTML and basic web design principles
- Can install and upgrade computer hardware and peripherals; install and configure home and office networking equipment; and troubleshoot operating system and third-party program issues
- Has completed study for the Network+, Certified Ethical Hacker, and Security+ certifications, including TrainSignal videos and TestOut programs
- Advanced knowledge using Facebook, Twitter, YouTube, Google+ and other social networking websites for both personal and business use
- Professional writing and copy editing
- Typing speed: 80WPM

References and Sample Technical Articles Available Upon Request
