

Benjamin Lagasse

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Education

University of Massachusetts Amherst

Bachelor of Arts, English - Minor in History

Anticipated Spring 2022

GPA: 3.54

- Working towards certification under Professional Writing and Technical Communication Program (PWTC)

Framingham State University

Bachelor of Science, Mathematics (Transferred)

Fall 2018 – Spring 2019

GPA: 3.80

Bay Path Regional Vocational Technical High School

High School Diploma, HVAC/R

Fall 2014 – Spring 2018

GPA: 3.71

Relevant Experience

Technical Writing Internship

Brooks Automation, Chelmsford, MA

May 2021 – November 2021

- Used MadCap Flare to write and update technical procedures and service manuals for Brooks Automation products in the semiconductor industry
- Collaborated with a team of engineers, illustrators, technical writers, and subject matter experts in reviewing change orders, product change notices, and manuals

Academic Projects

MadCap Flare Accessibility Manual

Spring 2021

Professional Writing and Technical Communication II

- MadCap Flare accessibility manual detailing essential principles for technical writers, written using the software itself
- Promoted accessibility ethics for documentation standards, using concept and task-oriented topic pages
- Created logos in Adobe Illustrator and used stylesheets to enhance visual accessibility
- Published in HTML5 and PDF outputs with version specific variables to differentiate style

Microsoft Word Documentation Manual

Fall 2020

Professional Writing and Technical Communication I

- Microsoft Word manual tailored towards college freshmen and expected usage patterns for assignments
- Formatted with visual hierarchy in mind, using task-oriented modules, explicit callouts, feedback statements
- Collaborated with peers, both providing and soliciting feedback in “workshops” to compose drafts

Mock Grant Proposal

Fall 2020

Intro to Professional Writing

- Grant proposal on behalf of non-profit organization working to aid children on the Autism spectrum
- Performed research to understand capabilities and resources of the organization as well as additional support needed
- Assembled proposal for enhanced learning programs to better support students impacted by the COVID-19 pandemic
- Outlined problems faced, work proposed, available facilities, personnel qualifications, and distribution of funds

Associated Experience

HVAC/R Technician

HTS Engineering, Peabody, MA

June 2019 – August 2019

NV Heating and Air-Conditioning, Webster, MA

March 2018 – June 2018

General Mechanical Contractors, Auburn, MA

June 2017 – November 2017

- Installed, calibrated, and serviced residential and commercial HVAC/R equipment across Central Massachusetts and the Greater Boston area
- Referenced wiring diagrams, technical manuals and collaborated with other technicians to complete tasking