Benjamin Lagasse

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Education

University of Massachusetts Amherst   *Graduated Spring 2022*
Bachelor of Arts, English - Minor in History   *GPA: 3.61*
- Certified Specialization in Professional Writing and Technical Communication

Framingham State University   *Fall 2018 – Spring 2019*
Bachelor of Science, Mathematics (Transferred)   *GPA: 3.80*

Experience

Technical Writer
VulcanForms Inc., Devens, MA   *June 2022 – Present*
- Collaborating with a team of engineers and other subject matter experts to write, approve, and release Work Instructions and Standard Operating Procedures (SOPs)
- Closely monitor and document always evolving additive manufacturing equipment in a fast-paced start-up environment
- Use Windchill Product Lifecycle Management (PLM) system, Creo Parametric, Adobe Photoshop, and Microsoft Word, to view assemblies, enhance illustrations, and write procedures

Employee Recognition Award – "Speed is Core"   *October 2022*
- Recognized for demonstrating VulcanForm's key principles, nominated by coworkers

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 manufacturing industry
- Aided the product lifecycle management of Engineering Change Orders (ECO's), product change notices, and manuals using the Oracle Agile (PLM) system
- Collaborated with a team of engineers, technical writers, and subject matter experts in reviewing feedback

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