

Cordell Johnson

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Education

Bachelor of Science in Professional and Technical Communication Expected Graduation 2022

University of North Texas, Denton, TX

Cumulative GPA: 4.0

Relevant Coursework:

- *Usability and User Experience in Technical Communication* (TECM 4300)
 - Presented findings and recommendations after conducting moderated and unmoderated usability tests.
 - Planned 5 projects using card sort, affinity diagram, and developed post-test questionnaires to properly organize information for intended personas.
 - Moderated testing sessions with 10 participants using techniques like think-aloud protocol.
 - Conducted in-person and online test sessions through the website usertesting.com.
- *The Profession of Technical Communication* (TECM 2800)
 - Reorganized website content using wireframes, mockups, and prototype tools.
 - Managed group deadlines with detailed schedules for 3 projects in a simulated Agile work environment.
 - Communicated research findings through 2 oral presentations.
- *Social Psychology* (PSYC 3100)
 - Discussed research methods and how to apply ethical standards when interacting with test participants.
 - Created 3 research reports and presentations using Microsoft Office programs including Word and PowerPoint.
- *Advanced Technical Communication* (TECM 4180)
 - Wrote scripts and surveys to evaluate opinions of a targeted audience.
 - Applied research methods to present data on the characteristics of different cultures.
 - Investigated and made recommendations for workplace problems in the technical communication field.

Volunteer Experience

Red Cross Volunteer, Radiology Department

2015 – 2018

Madigan Army Medical Center

Joint Base Lewis-McChord, WA

- Created appointments through Composite Health Care System and Microsoft Excel programs.
- Developed empathy and patience by assisting hospital patients on a daily basis.
- Organized and created inventory spreadsheets for the Radiology Technicians.
- Organized schedules and packets for MRI, CT, and Ultrasound appointments.

References available upon request