Emily Raper

Organized developer, designer, and technical writer passionate about intuitive web technologies, applications, and innovative communication.

EDUCATION

University of Minnesota

Bachelor of Science, May 2020
Technical Writing & Communication, emphasis in Information Technology & Design

Minor, May 2020
Learning Technologies

Certificate, July 2019
Fullstack Web Development, MERN Stack

3.6 GPA

SKILLS & STRENGTHS

Web
HTML
CSS & Bootstrap
JavaScript
Node.js
React.js
MVC Structure
Scrum & Agile
UX/UI & Responsive Design

Software & Tools
Drupal & WordPress
Microsoft 365
Trello, JIRA, & Asana
MailChimp
Sketch
Adobe CC
ServiceNow
Google Analytics
Data Studio
Knowledge Bases

Soft Skills & Strengths
Researcher & Documenter
Project & Goal Oriented
Self-motivated Worker
Organized Leader
Collaborator & Innovator
Writer & Communicator

Technical Writer Intern
MAXIMUS
May 2020 - Present • St. Paul, MN

Technology Help Specialist
Office of Information Technology, University of Minnesota
Jan. 2020 - May 2020 • Minneapolis, MN

Collaborated with a team of technology specialists to provide IT support and management in a large-scale, university environment. Regularly utilized a knowledge base, ServiceNow, ERP, and ITSM to solve hardware, software, internet, account, and University-wide technical problems while providing support to students, faculty, alumni, parents, and other affiliates. Supported students and faculty by creating positive interactions as the University transitioned to remote work during the COVID-19 pandemic.

Web Communications Intern
Lutheran Social Services of Minnesota
Sept. 2019 - Dec. 2019 • St. Paul, MN

Collaborated within a marketing/communications and web team to improve and maintain the organization's Drupal website and services contact data. Also contributed to discussions on UX/UI, social media performance, and content management.

Educational Technology Developer
College of Science & Engineering, University of Minnesota
Sept. 2019 - Nov. 2019 • Minneapolis, MN

Collaborated with a team of developers to build startup educational tools, primarily using React.js and other in-demand and innovative web technologies. Contributed as both a JavaScript developer and as a UX/UI, logo, and technical content designer and writer.

Web Design Intern
Web and Mobile Services, Minnesota Historical Society
Jun. 2019 - Aug. 2019 • St. Paul, MN

Worked with web and business intelligence teams to implement a strong CRM and Scrum/Agile work environment. Additionally, collaborated on front end coding projects and tasks to improve UX/UI design & functionality of society's website and internal communication applications.

Peer Advisor, Technical Writing and Communication
Department of Writing Studies, University of Minnesota
Feb. 2019 - Aug. 2019 • Minneapolis, MN

Built simple web applications to digitalize the peer advising role within the Technical Writing and Communication department. Also exercised brand information and graphic design and mass communication through the creation of department handouts and e-newsletters. Regularly scheduled and led meetings with students regarding major declaration and exploration, graduation and career planning, academic advising, study abroad programs, internship and job opportunities, and information about the major.

Emily Raper
1384 138th Lane NW
Andover, MN 55304
763.381.1098 | emilygrweb@gmail.com
https://emily-web-portfolio.herokuapp.com/

https://github.com/emilyr47

https://www.linkedin.com/in/emilyraper/

https://umn.credly.com/member-badges/19394878