

## EDUCATION

University of Minnesota-Twin Cities

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

Minor, May 2020  
Learning Technologies

Certificate, July 2019  
Fullstack Web Development, MERN  
Stack

3.6 GPA

## SKILLS & STRENGTHS

### Web & User Experience

HTML, XML, DITA  
CSS & Bootstrap  
JavaScript & React.js  
Mac & Windows Systems  
UX/UI & Responsive Design  
UX Writing & Research  
Usability Testing  
Agile Sprint Environment  
APA, MLA, & Chicago style guidelines

### Software & Tools

Drupal & WordPress  
Microsoft 365 & Sharepoint  
Smartsheet, Trello, JIRA, & Asana  
MailChimp  
Sketch  
Adobe Illustrator, Photoshop, InDesign  
ServiceNow & Cherwell  
Google Analytics  
SalesForce Marketing & CRM  
Zoom, GoToWebinar, MS Teams

### Soft Skills & Strengths

Multitasker & Prioritizer  
Detail Design Oriented  
Self-motivated Worker & Learner  
Communicator & Collaborator

## EMILY RAPER

Technical communicator with experience in technical help and end user writing, web and graphic design and development, email and marketing communication, and customer relationship management.

## WORK EXPERIENCES

### Document Specialist

Mammotome

Oct. 2020 - Present • Metairie, LA (Remote, company based in Ohio)

Works with a team to save and extract document information and audit details using Q-Pulse.

### Freelance UX/UI/Web Designer and Developer

Self employed

Jul. 2019 - Present • Work from home based in Metairie, LA

Creates and designs websites and UX/UI solutions for clients primarily using HTML, CSS, JavaScript, and React.js and mockup tools such as Sketch and Adobe CC programs. Projects include wireframes and user research, website re-design to fit usability heuristics, and coding websites, portfolios, and blogs from the ground up.

### Technical Writer Intern

Maximus Inc.

May 2020 - Sept. 2020 • St. Paul, MN (Remote during COVID-19)

Met with SME's, editors, and managers to write and publish articles for a self-help knowledge base and IT document library. Was responsible for maintaining articles and completing annual reviews, and developed a power automate flow to automate the article review process.

### Technology Help Specialist

Office of Information Technology, University of Minnesota

Jan. 2020 - May 2020 • Minneapolis, MN (Remote during COVID-19)

Collaborated with a team of technology specialists to provide IT customer 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.

### Peer Advisor, Technical Writing and Communication

Department of Writing Studies, University of Minnesota

Feb. 2019 - Aug. 2019 • Minneapolis, MN

Modernized the department's brand by re-creating Adobe InDesign documents and major guides. Exercised graphic design and mass communication through the creation of department handouts, curriculum information, and logos. Additionally wrote and designed a bi-weekly email newsletter for undergraduate students and monitored analytics and responded to feedback from students and faculty.

### Web Technical Assistant/Developer

College of Liberal Arts Web Team, University of Minnesota

Oct. 2018 - Aug. 2019 • Minneapolis, MN

Designed and maintained Drupal websites for various departments within the College of Liberal Arts. Additionally led Drupal trainings for department web editors.

Emily Raper | New Orleans Region | US Time Zone Flexible | 763.381.1098 | emilygrweb@gmail.com

Portfolio & Work Samples: <https://emily-web-portfolio.herokuapp.com/>

LinkedIn: <https://www.linkedin.com/in/emilyraper/>

GitHub: <https://github.com/emilyr47>