

## 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, XML, DITA

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

## EMILY RAPER

Technical communicator with two years experience in technical writing, web design and development, information technology, knowledge management, and user experience and interface design.

### Technical Writer Intern

MAXIMUS

May 2020 - Present • St. Paul, MN (Remote)

Works with knowledge management and IT to improve the knowledge base for the organization's service desk and end users.

### 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.

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

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

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