

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

3.5 GPA

SKILLS & STRENGTHS

Web Skills

HTML
CSS & Bootstrap JavaScript
Node.js
React.js
MVC Structure
Scrum & Agile

Software Skills

Drupal & Wordpress
Trello, JIRA, & Asana
MailChimp
Adobe CC
ServiceNow
Google Analytics
Data Studio

Soft Skills

Project & Goal Oriented Self-
motivated Worker Organized
Leader Collaborator &
Innovator Writer &
Communicator

EMILY RAPER

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

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

Collaborates with a team of technology specialists to provide IT support and management in a large-scale environment. Creates positive interactions for users needing technological assistance and works to troubleshoot issues in a professional and organized manner. Regularly utilizes 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.

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

Implemented forms, procedures, and academic guidance for undergraduate students. Also exercised brand information design and mass communication through the creation of department handouts and e-newsletters.

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. Also wrote and created Drupal training documents and lead Drupal trainings for department web editors.

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