

## 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 and Industry

HTML, XML, DITA  
CSS & Bootstrap  
JavaScript  
React.js  
Scrum & Agile  
UX/UI & Responsive Design  
UX Writing & Research  
Usability Testing

### 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.

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

Self employed  
Jul. 2019 - Present • Work from home based in Minneapolis, MN

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. Projects include wireframes and user research, website re-design to fit usability heuristics, and coding websites, personal portfolios, and blogs from the ground up.

### 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.

### 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.

Emily Raper | 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>