

EDUCATION

University of Minnesota-Twin Cities

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 & User Experience

HTML, XML, DITA
ASP.NET
CSS & Bootstrap
JavaScript & React.js
SQL
UX/UI & Responsive Design
UX Writing & Research
Usability Testing
Agile Sprint Environment

Software & Tools

Drupal & WordPress
Microsoft 365 & Sharepoint
Trello, JIRA, & Asana
MailChimp
Sketch
Adobe XD, Photoshop, InDesign
ServiceNow & Cherwell
Google Analytics
Data Studio
Knowledge Bases

Soft Skills & Strengths

Researcher & Documenter
Project & Goal Oriented
Self-motivated Worker & Learner
Writer & Communicator

EMILY RAPER

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

Technical Writing Intern

Maximus

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

Works with knowledge management to improve the knowledge base for the organization's IT service desk and end users. Writes and edits user support documentation and how-tos according to a style guide and edits data and projects using MS Sharepoint, Power Automate, and MS 365.

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

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 user 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

Built simple web applications and prototypes to digitize documents and processes. Also exercised brand and graphic design and mass communication through the creation of department handouts, curriculum information, logos 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.

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. Regularly created wireframes, planning and training documents, and information web pages to solve problems and collaborate on technology-integrated solutions. Conducted semi-monthly Drupal training sessions for department web editors, staff, and faculty and responded to web assistance incidents and tickets.

Emily Raper | Greater New Orleans Region | 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>