

Emma Gill

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[LinkedIn](#) | [Portfolio](#)

EDUCATION

University of Massachusetts Amherst

Bachelor of Arts in English, Information Technology Minor, May 2024

- Certificate in Professional Writing and Technical Communications.
 - Specializations in the Study and Practice of Writing and Creative Writing.
 - Commonwealth Honors College Scholar with Greatest Distinction.
 - GPA: 3.94.
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SKILLS

- Microsoft Office — Word, Excel, PowerPoint, Outlook, Teams
 - Adobe Suite — Acrobat Pro, InDesign, Illustrator, Photoshop, Premiere Pro, Audition
 - Coding and Markup — HTML, CSS, Python, VS Code, Notepad++
 - Additional Tools — Jira, WordPress, MadCap Flare, Confluence, Snagit, GitHub
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TECHNICAL WRITING EXPERIENCE

Class Participant, Technical Communication II, University of Massachusetts Amherst.

February 2024 – May 2024.

- Created a MadCap Flare project introducing digital content creators to web accessibility, applying the principles of topic-based authoring, single-source publishing, and UX.
- Designed a logo on Adobe Illustrator using knowledge of typography and minimalist design.
- Researched web accessibility best practices to create concept and task topics on disability, alternative text, and neurodiversity.

Class Participant, Technical Communication I, University of Massachusetts Amherst.

September 2023 – December 2023.

- Wrote and designed a 26-page Word manual focused on features best suited for compiling, formatting, and editing a long-form document.
- Researched and mastered Word features to write 18 clear procedures with screenshots.
- Conducted user interviews and usability testing to evaluate user needs and ensure success.

Technical Writing Student Intern, Amica Insurance, Lincoln, RI.

May 2023 – August 2023.

- Collaborated with senior technical writers and department administrators in a Kanban-style team.
 - Completed 30% of the tickets closed by the Technical Writer team, including procedures.
 - Wrote 28 articles for the department style guide focused on grammar, style, accessibility, and inclusion to capture a consistent voice that reflects company values.
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RELEVANT EXPERIENCE

Teaching Assistant, Introduction to Web Design, University of Massachusetts Amherst.

February 2024 – May 2024.

- Advised students in creating HTML and CSS portfolio websites through troubleshooting, clarifying class concepts, and conducting weekly office hours for additional support.
- Evaluated and scored practice exercises on HTML topics related to semantics and CSS design principles, providing specific constructive feedback.
- Collaborated with co-TA's to take detailed notes posted weekly to the course WordPress blog.

Production and Editorial Intern, UMass Press, University of Massachusetts Amherst.

February 2023 – December 2023.

- Proofread and edited manuscripts in Acrobat Pro to ensure consistent grammar and style.
- Applied edits to InDesign files and adjusted formatting to create a visually cohesive spread.
- Collaborated with other interns and head editors to meet weekly deadlines.