

# EMILY BROWN

PROFESSIONAL AND  
TECHNICAL WRITER

## Contact Information

9711 W. Sanilac Road  
Frankenmuth, Michigan 48734  
(989) 714-8287  
[eebrown2@svsu.edu](mailto:eebrown2@svsu.edu)

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## EDUCATION

- 2018      **Saginaw Valley State University** – Saginaw, MI – GPA 3.84  
Bachelor's Degree, Expected Graduation Date of December 15, 2018: Major in Professional and Technical Writing, Minor in Creative Writing  
Special Interests Within Major: publishing, editing (print, audio, and video), usability studies, and multimedia writing. Equipped to create mobile apps and write: grants/proposals, annual reports, and instructions. Able to manage a professional project by creating and designing documents for clients or users.  
Special Interests Within Minor: fiction writing in the realm of realism and magical realism. Equipped to write: screenplays, poetry, non-fiction, and short stories.
- 2016      **Delta College** – Saginaw, MI  
Earned Associates Degree in Liberal Arts.
- 2013      **Reese High School** – Reese, MI  
Completed ninth through twelfth grade.
- 2009      **St. Michael's Lutheran School** – Richville, MI  
Completed kindergarten through eighth grade.
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## WORK EXPERIENCE

- 05/2018-present      **Saginaw Valley State University** – Saginaw, MI  
Editorial Intern: edits the scholarly journal Material Culture using editorial standards found in *Words into Type* Volume 3.
- 01/2018-04/2018      **Saginaw Valley State University** – Saginaw, MI  
Cardinal Solutions Tech Writing Intern: works with a multidisciplinary team of peers on projects presented to Cardinal Solutions for clients. Writes advertisement testimonials for SVSU's program "Potty Postings" geared towards students who may want to join Cardinal Solutions. Collaborates with team members on ideas for the multiple projects being worked on within the program.

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09/2017-12/2017 **Saginaw Valley State University** – Saginaw, MI

PTW Recording Studio Intern: edited the Professional and Technical Writing program's podcast The Technical Rapport on Adobe Audition. Contacted different potential guests for the show, help ran the Tech Rapport Facebook page, was a guest on one of the shows, and created 2-3 minute "teaser"/"throwback Thursday" podcasts from already published podcasts. Responsible for creating show notes for each full-length episode and helped supervisors with other podcasting projects for other departments on campus.

09/2016-present **Barnes & Noble** – Saginaw, MI

Café Lead: can make specialty Starbucks coffee drinks in a swift and professional manner, ensures cleanliness in work area, correctly dates food and beverages, uses techniques to upsell food and beverages, uses excellent customer service skills, and POS/till work. Helps café manager ensure cleanliness, productivity, and first in-first out (FIFO) with food and beverages. Assists the café manager with tasks like placing and putting away orders and training new crew members. Discusses and implements ways to manage/train our team better by creating new best practices for customer service and café operations. Assists café manager with doing displays and meeting project goals using Compass, filling out the waste log, doing inventory, and assigning cleaning tasks to the crew members. Creates documents to help the café operate more efficiently like stock lists, a "personalized" cleaning task sheet, a more efficiently organized waste log, etc. Adapts old displays to better organize the café products with the approval of the FCOM. Able to not only work in the café, but on the book floor as well by helping customers find products they're looking for, putting in ship to home/store orders, and helping cashiers ring up purchases.

07/2014-09/2016 **The Bavarian Inn Lodge** – Frankenmuth, MI

Gift Shop/Redemption Clerk: customer service, retail work, cash register/till work, counting cash bag at the end of each shift in the stores, skilled barista, handling high stress situations, handling difficult customers, working at a prize counter in arcade, working in arcade fixing video games, filling games with tickets, fixing token/ticket jams, selling and upselling products, baking, maintaining cleanliness in work area, opening and closing gift shops/redemption counter, overseeing stores by oneself, stocking and restocking work area, tagging merchandise.

Michael's Gift Shop Lead: promoted in September of 2015. Using all of the above skills plus: doing projects with specific focus on Michael's Gift Shop, presenting information at meetings, participating in meetings with upper management in department, able to do refunds and returns for co-workers, able to do cash drops at the end of co-worker's shifts, handle difficult situations with guests and co-workers, writing and updating paperwork to make working in the store as easy as possible, writing and updating the Michael's Gift Shop training manual, training new hires in every area of the department, being a leader and a good example for co-workers, taking extra initiative to make sure all tasks are completed to the highest standard, determining when certain items need to be put on sale, making sure co-workers' productivity is consistent throughout the shift, assigning extra work to co-workers when it is slow.

11/2011-07/2014 **McDonald's** – Frankenmuth, MI  
Crew Worker: Taking orders, cashing out orders, presenting food and drink to customers, cleaning bathrooms, playland, and lobby, maintaining cleanliness in work area, doing dishes, making specialty coffee drinks, handling high stress situations, handling difficult customers, assisting crew trainers and managers with new hires.

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### ACHIEVEMENTS

**Graduated with Honors: Summa Cum Laude** – Saginaw Valley State University  
Achieved for having a GPA of 3.8-3.9 upon graduation.

**Vice President's List** – Delta College  
Achieved for having a GPA of 3.70 - 3.99 for the fall semesters of 2013 and 2015, and the winter semester of 2014 at Delta College.

**Dean's List** – Delta College/Saginaw Valley State University  
Achieved for having a GPA of 3.5 - 3.69 for the fall semester of 2014 at Delta; achieved for having GPA of 3.4 or better for the fall semester of 2016 and the winter semester of 2017 at SVSU.

**Graduated with Academic Honors** – Reese High School  
Achieved for having a GPA above 3.5 upon graduation.

**Academic Achievement Award** – Reese High School  
Awarded for having a 3.5 GPA or above during all four years of high school.

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### EXTRA CORRICULARS

Past **ATPW Mini Conference** – Saginaw Valley State University

Past **Usability Research Team** – Saginaw Valley State University

Past **Volleyball** – Reese High School  
Participated in Freshman and JV volleyball.

Past **Reese Out of Doors Club** – Reese High School  
Was a member of the Reese Out of Doors Club.

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**Portfolio and References Available Upon Request**