

Melanie N. Allen

Address: 362 Roseglen Drive Marietta, GA 30066
Phone: 404-468-1620

Portfolio: <http://melanieallen.nfshost.com>
Email: melanienallen@gmail.com

Education

B.S. Technical Communication

Concentration in Information Design
Southern Polytechnic State University (SPSU)
Graduated December 2012

Skills

- HTML, CSS, JavaScript
- Software documentation
- Technical writing
- Proficient with computers
- Intermediate Adobe Suite
- Advanced Microsoft Office
- 80-90 wpm typing speed
- Research

Experience

Graduate Assistant

SPSU Instructional Design Unit
August 2013 – Present

- Created help documentation for faculty and students for Desire2Learn v. 10.2 using PowerPoint.
- Assisted instructional designers developing training materials by writing content and producing documents.

Technical Writer

SPSU Instructional Design Unit
May 2013 – August 2013

- Conducted in-house quality assurance tests and sent bug reports to an external software development company during the development of a new CTE registration system (CTERS).
- Designed and wrote the user manual for all roles and tasks in CTERS.
- Designed materials for training CTERS admins.
- Researched and wrote content for the job aid "Course Development Deck" on the instructional design Web site with a team of student and graduate assistants (SAs and GAs).
- Supervised and delegated work to SAs and GAs.

Assistant Instructional Designer

SPSU Instructional Design Unit
July 2012 – March 2013

- Developed training materials for faculty that helped them transition online and hybrid courses from Blackboard Vista to Desire2Learn (D2L).
- Produced reference materials for other supported software including Wimba, Respondus, Turnitin, and Ensemble.
- Created visual, step-by-step instructions relevant to D2L Help Desk tickets.
- Supervised and delegated work to SAs and GAs.
- Edited online lectures using Camtasia.
- Revised and added content to the Teaching Academy for Distance Learning (TADL) course required for all faculty who want to teach online or hybrid classes at SPSU.
- Developed the IDU Style Guide for SA and GA use.

Sales Associate/Writer

Mini Gadgets, Inc.
March 2012 – September 2012

- Wrote, redesigned, and edited product descriptions, business documents, and manuals.
- Improved the design of the registration form for prospective business partners.
- Updated web site content via the Fusion Cart portal.

Editor

The Sting student newspaper
June 2010 – January 2011

- Organized and presided over weekly meetings.
 - Delegated coverage of newsworthy topics to writers.
 - Acted as liaison to the Student Government Association.
 - Recruited writers.
 - Created and/or approved layouts for each issue.
-