

JACKIE LUTZ

Ridgewood, NJ | jackienlutz@gmail.com | [LinkedIn - Jacqueline Lutz](#)

EDUCATION

UNIVERSITY OF MASSACHUSETTS AMHERST

Bachelors in English

Cumulative GPA: 3.74/4.0; Dean's List 2020-2023

Amherst, MA

Fall 2023

Minors/Certificates

- Certificate in Professional Writing and Technical Communication ([PWTC](#))
- Minor in Information Technology (IT)
- Minor in Classics: Latin Language & Literature

Awards/Honors

- Frank Prentice Rand Scholarship - English
- Class of 1945 Merit Scholarship
- Girl Scouts Gold Award

EXPERIENCE

- Technical Writing & Information Development Intern – Ellucian Summer 2023
 - Used DITA XML & GitHub to edit and publish supportive content / technical documentation, created support videos for APIs using Camtasia, and assisted with the migration of new content.
- UMass English Digital Communications Assistant Fall 2023
 - Assisted in content migration on the English Department website using Drupal.
- Teaching Assistant – Advanced Software for Professional Writers Spring 2023
 - Assisted students with HTML, CSS, and technical writing.

RELEVANT COURSEWORK

- Advanced Software for Professional Writers Spring 2022
 - Created an online portfolio using HTML and CSS.
- Introduction to Technical Writing Fall 2022
 - Established methods for memos, reports, and completed a 25-page faux grant proposal.
- Professional Writing & Technology Communications I Fall 2022
 - Produced a 35-page user manual for Microsoft Word.
- Introduction to Programming Fall 2022
 - Learned methods of coding with Python software and csv files.
- Professional Writing & Technology Communications II Spring 2023
 - Learned to use Adobe InDesign, MadCap Flare, and Adobe FrameMaker.
- Professional Writing & Technology Communications III Spring 2023
 - Learned about technical writing and IT careers from working professionals.

SKILLS

- DITA XML & Oxygen Tools (Oxygen Author and Content Fusion)
- GitHub publishing
- Drupal
- HTML & CSS
- MadCap Flare
- Python
- Camtasia & Snagit
- Microsoft Excel, Word, PowerPoint / Google Spreadsheets, Docs, Slides
- Digital design and art (Adobe Photoshop, Illustrator, InDesign, and other similar software)

ADDITIONAL WORK/VOLUNTEER EXPERIENCE

- Secretary of Tau Beta Sigma; Spring 2022-Spring 2023. TBS is an honorary band service sorority. I sent out important emails and documents for our service campaigns, and organized trips.
- Section leader in the UMass Marching Band. Gained leadership skills and worked together with co-section leaders.
- Created my own tutoring and babysitting hybrid program.
- I worked at Graydon Pool in Ridgewood, NJ as a cashier/security guard during summers 2019-2022.
- Established my own art and design business online through Instagram and DeviantArt.

INTERESTS

- Playing in musical ensembles. I play the clarinet, the saxophone, and percussion. I was in the UMass Marching Band.

Updated 6/6/2024