JACKIE LUTZ

Ridgewood, NJ | jackienlutz@gmail.com | LinkedIn - Jacqueline Lutz

Amherst, MA Fall 2023

EDUCATION

UNIVERSITY OF MASSACHUSETTS AMHERST

Bachelors in English – *In Progress*

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

Minors/Certificates

- Certificate in Professional Writing and Technical Communication (<u>PWTC</u>)
- 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

• Assisting 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)
- Leadership: I was a section leader in the UMass marching band

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.
- Created my own tutoring and babysitting hybrid program.
- I worked at Graydon Pool in Ridgewood, NJ as a cashier/security 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.