





JACQUELINE KHAROUF

UX WRITER

CONTACT

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-  <https://jacquelinekharouf.wixsite.com/mysite>
-  24339 E. Glasgow Cir. Aurora, CO 80016

SKILLS

- Narrative, creative writing
- User-centered writing
- User experience research
- Interpersonal interview skills
- Collaboration and coordination
- Organized and detailed-oriented

EDUCATION

UX/UI Certificate

University of Denver

March 2024-September 2024

Master of Fine Arts, Creative Writing, Fiction

Vermont College of Fine Arts

December 2011-January 2013

Bachelor of Arts, Writing

Regis University

September 2004-May 2008

Summa cum laude
Dean's List, 2004-2008
The Robert A. O'Sullivan, S.J. Memorial Award
for Excellence in Writing, 2008

PROFILE

Jacqueline Kharouf is a UX writer who specializes in writing user-centered content, drafting insightful research plans, and crafting user personas. With her Master of Fine Arts degree in creative writing and her writing experience, Jacqueline knows how to craft a story and to create empathetic, human personas.

Jacqueline loves to tackle overlooked (or misunderstood) user problems—such as how a single parent can better book travel accommodations; or how musicians can reach out to fans and collaborators all on one live-streaming platform; or how a local non-profit could raise awareness and keep supporters more informed.

WORK EXPERIENCE

Web Editor

Fanfare Magazine, Tenafly, NJ July 2023-present

- Parse html code through *Fanfare* software and create pushtree to upload latest reviews and issues to the *Fanfare* Archive, the website for *Fanfare Magazine*
- Create html webpages for featured articles and editorials
- Track and publish web advertisements, maintaining and communicating web sizing specifications to clients and advertisers
- Maintain email communication with clients, subscribers, the publisher, the music editor, critics, and other online inquiries
- Track subscriber data in aMember, *Fanfare's* preferred subscriber software

Reviewer

Fanfare Magazine, Tenafly, NJ July 2016-present

- Listen to assigned classical music CDs or album downloads and write reviews of approximately 500-800 words by bi-monthly publication deadline
- Compose interview questions about album project, musical and artistic intentions, or other background information pertinent to latest album or project, and include a brief introduction
- Complete interviews with performers, composers, or collaborators for feature-length pieces, 2000 to 3000 words

English Writing Tutor





Tutor.com April 2023-July 2023

- Assist students (college, high school, or grade school age) with their written essays, English class projects, or other written assignments
- Offer students advise and guidance, especially in regard to Standard English grammar, punctuation, research formatting styles, works cited formatting, and other guidelines
- Advise students on methods to avoid plagiarism and encourage students to develop their own written style

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DESIGN THINKING



- Jacqueline applies her storytelling, organizational, sketching, and Figma skills to solve user experience problems.
- First, she understands a conflict by empathizing with a persona's motivations and goals, as well as pain points and obstacles.
- Then she crafts a plan, schedules interviews, creates a survey, and asks questions.
- Finally, she visualizes a solution for the user, experimenting with structures and shapes that enhance the user's journey.

REFERENCES

Joel Flegler, Publisher, *Fanfare*

-  201-567-3908
-  fanfaremag@aol.com

James A. Altena, Music Editor, *Fanfare*

-  215-676-9412
-  fanfaremagazinereviews@gmail.com

WORK EXPERIENCE

Records Coordinator I

Noble Energy Inc., Denver Records Center, Denver, CO Jan. 2013-Mar. 2017

- Direct contractors to accomplish daily tasks in an accurate and orderly manner
- Process documentation for filing
- Attend weekly meetings with lead records coordinator and other records coordinators

Contract Data Technician

Noble Energy Inc., Denver Records Center, Denver, CO Nov. 2011-Dec. 2012

- Process land well and division order documents for filing
- Organize, move, and transfer files for sales, special projects, and record maintenance
- Data entry, such as entering new file set-ups into data information system, barcoding, and auditing files

Computer Literacy Instructor

Emily Griffith Technical College, Language Learning Center, Denver, CO Sept. 2010-Nov. 2011

- Instruct students on basic computer usage, including typing and formatting techniques
- Plan lessons based on Colorado Refugee English as a Second Language computer curriculum

Administrative Assistant

Emily Griffith Technical College, Language Learning Center, Denver, CO Jan. 2009-Nov. 2011

- Test and place refugee students in Colorado Refugee English as a Second Language program
- Register new and returning adult students in English as a Second Language classes
- Administer Best Plus English assessment test
- Compile and edit monthly department newsletter

Classroom Tutor

Emily Griffith Technical College, Language Learning Center, Denver, CO Aug. 2008-Jan. 2009

- Tutor low-level English students, providing instruction and facilitating group conversation
- Assist English instructors by taking attendance and compiling instructional materials