

KATIE MARQUELING

katie@marqueling.com
602-540-1619
www.linkedin.com/in/katiemarqueling
<https://github.com/katiemarqueling>

After chasing my dreams of improving police-community trust relations for two years, my allergy to pepper spray is sending me on to new adventures. I am a Certified Professional Technical Communicator who is seeking positions in technical writing. While I may lack experience, I challenge you to find someone who is more driven to become the right fit for your company. You can track my growth at <https://github.com/katiemarqueling>.

PROFESSIONAL EXPERIENCE

Police Officer Recruit | Atlanta Police Department | June 2022 - January 2023

- Studied criminal procedures, Georgia state laws, effective communication techniques, advanced defensive driving, first aid, police technical databases, and defensive tactics.
- Effectively performed work in stressful situations.

Police Service Aide | Tempe Police Department | April 2021 - March 2022

- Coordinated the repair and maintenance of the police vehicle fleet.
- Maintained and stocked forms, technical equipment, and supplies.

IT Support Analyst | Northern Arizona University | March 2019 - March 2021

- Supported staff and students using Learning Management Systems, on-campus technology, and remote applications via phone, e-mail, and on-site.
- Wrote documentation on solutions to learning management technical issues.
- Maintained an accurate record of support calls in the ServiceNow ticketing system.

Field Organizer | National Republican Senatorial Committee | August 2020 - January 2021

- Surveyed 1,500+ households using Advantage 3 Mobile.
- Managed interns and field organizers through walk book management.
- Made 11,000+ calls statewide using Advantage 3 Red Dialer.

Warehouse Worker - Summers Only | Higley Unified School District | May 2018 - August 2020

- Processed more than 10,000 incoming supplies and technological equipment.
- Maintained database for supply order tickets.
- Lead auditing for 15+ schools to locate specialized district technology and furniture.

Manager | Pizza Pie Cafe | October 2017 - August 2018

- Managed floor staff of 10+ to maximize the customer experience.
- Assisted in scheduling, ordering stock, and counting tills.

EDUCATION

Bachelor of Arts in Political Science and Intelligence Studies

Northern Arizona University | Flagstaff, Arizona | August 2018 - May 2022
3.65 GPA (Dean's List)

TechComm Fundamentals Bootcamp

Society for Technical Communication | March 2021 - May 2023

CERTIFICATION

Certified Professional Technical Communicator - Foundation

APMG International | Society for Technical Communication | February 2023

Google SEO Fundamentals

University of California, Davis | March 2023

VOLUNTEER

Writer | Cabbagetown Neighbor | February 2023 - Present

- Writes monthly 600 word articles that are published in Cabbagetown Neighbor.

TECHNICAL SKILLS

- | | | |
|------------|--------------------|-----------------------------------|
| • AsciiDoc | • JSON | • Software Development Life Cycle |
| • CSS | • Markdown | • VS Code |
| • Git | • Microsoft Office | • XML |
| • GitHub | • Postman | • YAML |
| • HTML | • SEO | |

ACCOMPLISHMENTS

- Northern Arizona University German Club: President | 2021
- AFP AZ: Outstanding Student in Philanthropy | 2018
- Make-A-Wish Youth Leadership Ambassador | 2017-2018
- Gilbert Chamber of Commerce: Young Hero Award | 2017
- Foothills Community Services: Jr. Board Member | 2016-2018
- Pacific Crest Drum and Bugle Corps: The Union | 2016