

KATIE MARQUELING

katie@marqueling.com
602.540.1619
schmarqueling.com
linkedin.com/in/katiemarqueling

Certified technical communicator and master's student who is seeking positions in technical communication.

EDUCATION

Masters of Science in Technology, Technical Communication Concentration

Indiana University and Purdue University | Indianapolis, Indiana | May 2023—Expected December 2024

TechComm Fundamentals Bootcamp

Society for Technical Communication | March 2023—May 2023

Bachelor of Arts in Political Science and Intelligence Studies

Northern Arizona University | Flagstaff, Arizona | August 2018—May 2022

3.65 GPA (Dean's List), German Club

CERTIFICATIONS

Certified Professional Technical Communicator - Foundation

APMG International | Society for Technical Communication | February 2023

Google SEO Fundamentals

University of California, Davis | March 2023

VOLUNTEER

Journalist | Cabbagetown Neighbor Newspaper | February 2023—Present

- Research and write monthly 600-word editorial articles on local news and events in the Cabbagetown community.

PROFESSIONAL EXPERIENCE

Event Operations Associate | Atlanta Botanical Garden | April 2023—Present

- Execute banquet event orders, including event setup and breakdown, equipment management, and reporting issues.
- Maintain organization in storage and service areas, as well as non-active event areas.

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

- Completed comprehensive training in criminal procedures, Georgia state laws, communication, advanced defensive driving, first aid, police databases, and defensive tactics.
- Demonstrated the ability to perform effectively in high-pressure situations.

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

- Managed the upkeep and repairs of the police vehicle fleet.
- Organized the inventory and stocking of forms, technical equipment, and supplies.

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

- Provided technical assistance to faculty and students utilizing learning management systems, on-campus technology, and remote applications through phone, email, and on-site support.
- Authored technical documentation detailing solutions to learning management issues.

KATIE MARQUELING

katie@marqueling.com
602.540.1619
schmarqueling.com
linkedin.com/in/katiemarqueling

May 14th, 2023

To Whom it May Concern,

After years of following my dream to become a police officer, I was sadly forced to cut my career short due to a severe allergy to the active ingredient in pepper spray. I regret that I won't be able to serve my community in the way I had envisioned, but I also recognize the tremendous opportunities outside of law enforcement.

Growing up, I struggled to learn technology. I lived in a household where everyone worked with and quickly adapted to the ever-changing technological advancements. I relied on these members of my house to solve all of my problems with little to no explanation. When I went off to college, I realized that I, along with most of the women in my dorm, were not technologically literate. Therefore, I made it my mission to become self-sufficient, and I applied for a job at my university's technology department in customer support. While I was substantially underqualified for the position, the hiring manager appreciated my desire and passion to challenge myself, and I was hired. I quickly excelled at explaining advanced technological topics to non-technical people, as I understood what it was like to struggle without a willing or patient teacher.

Looking back at this opportunity during college, I realized that the field of technology was for me, but not as a practitioner but rather as a translator. I have since made it my life's goal to help those who are technologically challenged understand and use advanced technologies without the help of customer support, through detailed documentation.

Immediately after this revelation, I began to study to become a technical communicator. I learned about topics such as version control, data formats, markup languages, APIs, CI/CD, and search engine optimization. I joined the *Society of Technical Communication* (STC), took and passed the exam to become a Certified Professional Technical Communicator, completed the *STC TechComm Fundamentals Bootcamp*, and began a *Masters of Science in Technology with a Technical Communication Concentration* at *Indiana University - Purdue University Indianapolis*.

While I am not the most experienced technical communicator at this conference, I can assure you that I am a valuable asset to your company. Let me prove to you my curiosity, elastic energy, and positive attitude.

Thank you for reviewing my portfolio.

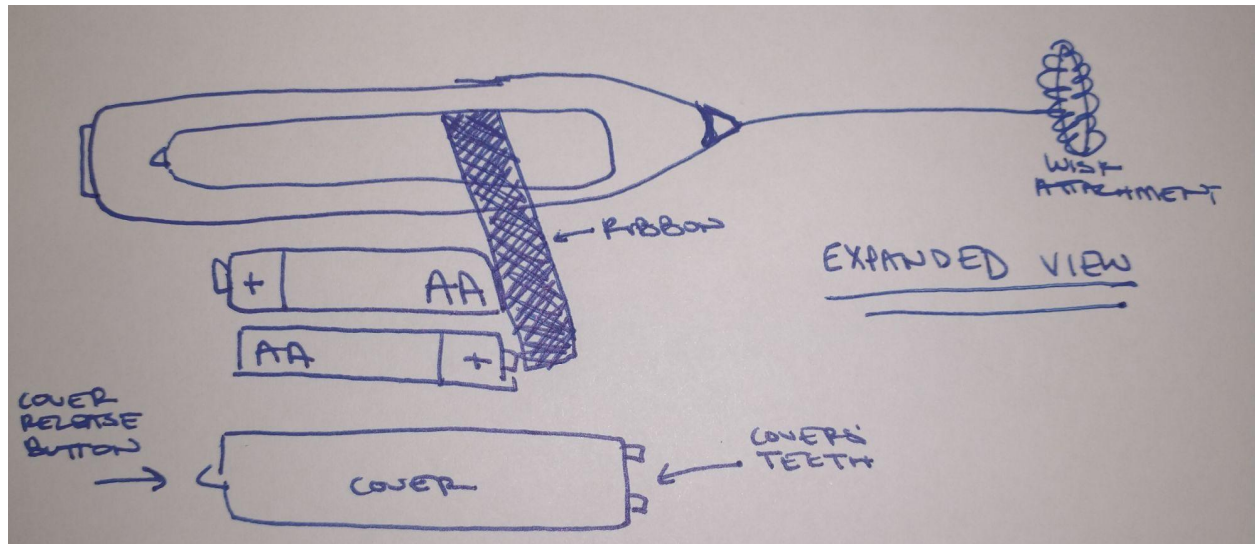
Katie Marqueling

Procedure

As part of the STC TechComm Bootcamp, I was asked to write a procedure for a kitchen appliance. The client is Zulay (I do not work for or represent Zulay). The users are those who just purchased the Zulay Milk Frother wand with an expected 8th grade reading level. The procedure *Replacing the Batteries* is part of the user guide included with the product when purchased new.

Replacing the Batteries

In order for your milk frother to continue working, the batteries must be replaced when they die. If the frother does not start after replacing the batteries, see *Contacting Customer Support*, p. 25.



Required Equipment

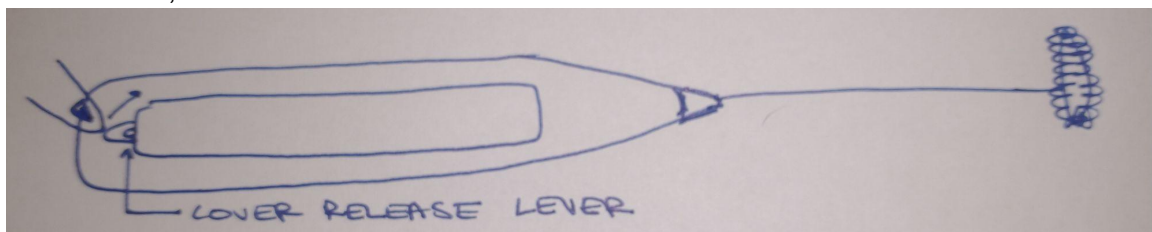
- 2 new AA batteries
- flat head screwdriver (optional)



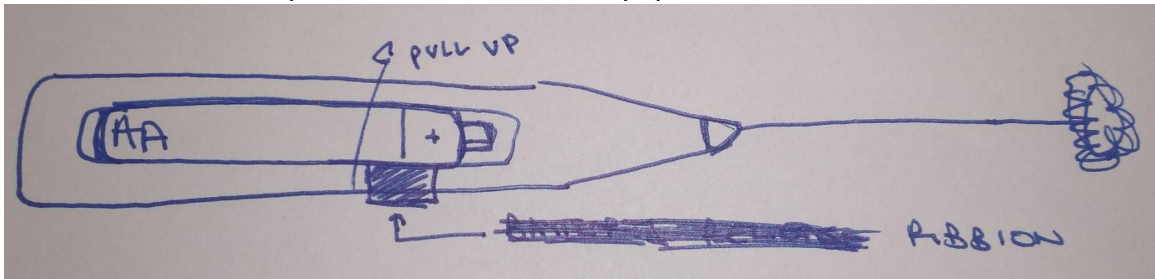
Do not replace batteries if the frother is wet. Water can corrode or damage internal battery safety systems.

Steps

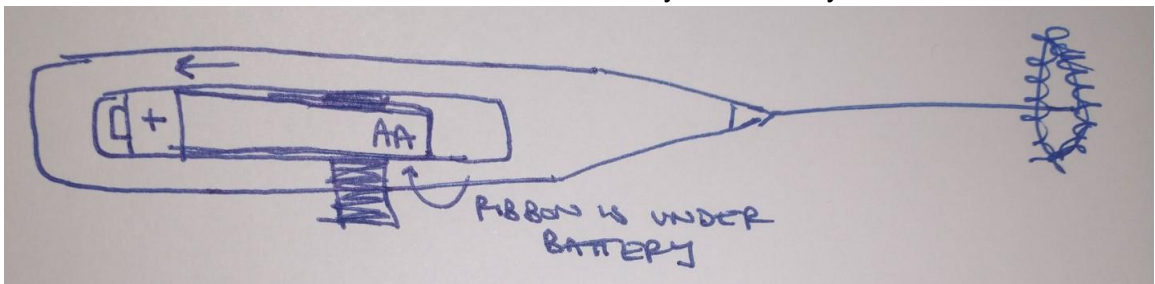
1. With the tip of your finger or a flat head screwdriver, push down and out on the cover release lever, until the cover has been removed from the frother.



2. Pull the black ribbon upwards until the batteries pop out.

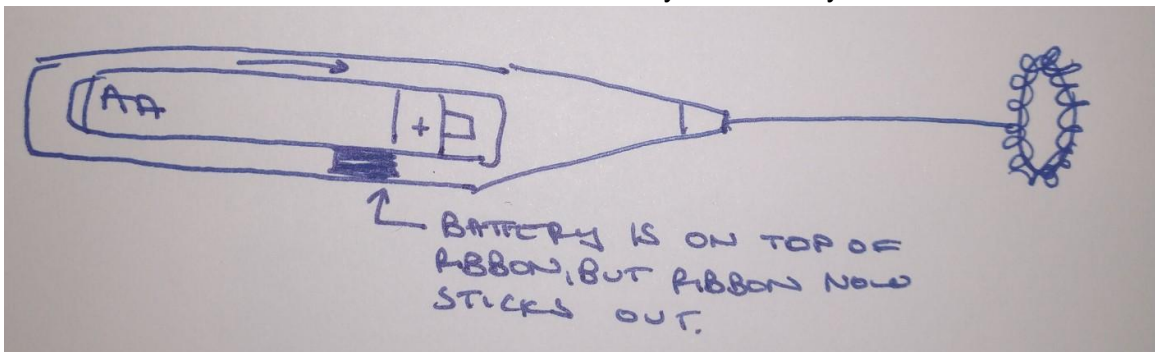


3. Place a new battery in the cavity with the positive side towards the top and the negative side towards the whisk attachment. Push the battery down until you hear a click.

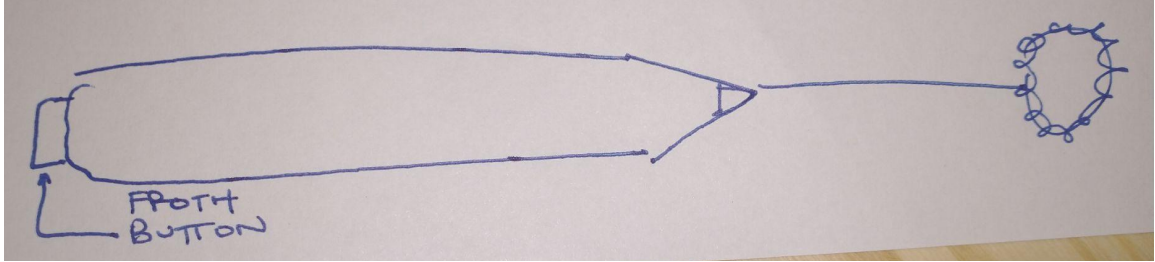


Make sure the battery is placed on top of the ribbon. If not, the battery will be hard to get out next time it needs to be replaced.

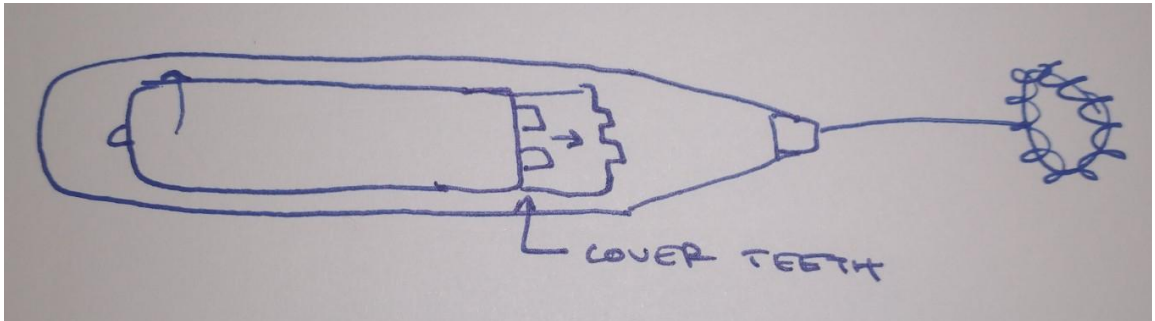
4. Place the second new battery with the negative side towards the top and the positive side towards the whisk attachment. Push the battery down until you hear a click.



5. Line the covers teeth up to their slots on the frother. Once the teeth are in-line push the cover into the frother until you hear a click.



6. Press the silver froth button at the top of the machine to ensure it turns on. If the whisk attachment does not start after replacing the batteries, see *Contacting Customer Support*, p. 25.



Editorial

During my time as a volunteer journalist for *Cabbagetown Neighbor*, I wrote the article *Making New Things Out of Old Things*. The article was an effort to combat the neighborhood's significant amounts of improper recycling. Since its success, I was able to write *Treating Microorganisms Right* the following month.

MAKING NEW THINGS OUT OF OLD THINGS



**KATIE
MARQUELING**

Let's be honest: recycling is hard. A product's claim that it is recyclable does not necessarily mean that your recycling company will accept it. While you may be trying your best to follow all the rules you have learned, each recycling company has slightly different standards that you might be following incorrectly. Don't worry, though; we are here to (hopefully) help.

Who is my recycling company?

The first step to recycling properly is knowing who your provider is and what their rules are. Cabbagetown residents mainly use two different recycling companies. The Fulton Cotton Mill Lofts and The Stacks uses **Conex Recycling**, whereas the rest of Cabbagetown homes use the City of Atlanta Recycling. Keep in mind that some businesses may use alternative programs, so you should inquire about their programs and their rules before recycling.

What can you recycle?

There are two main recycling models. Conex follows the "paper-plastic-aluminum" model, whereas City of Atlanta uses "paper-plastic-aluminum-glass." While that seems straight-forward, there are surprisingly strict restrictions and weird rules for the categories.

Paper. Almost all forms of paper are accepted. This includes newspapers, magazines, office paper (including shredded), junk mail, catalogs, notebooks, cardboard packages, shoe boxes, and cereal boxes. Any large metal spirals need to be removed, but smaller materials, such as staples, paperclips, and binder clips, are able to be recycled. Glue and tape do not need to be removed as long as they are not excessive. Cardboard products must be disassembled into flat pieces. In simpler terms, any paper or cardboard that is clean and flat is good to go.

Plastic. Plastic containers 1–7 may be recycled. You can determine the type of plastic your container is made of by locating the recycling symbol. Typically, it is printed on the side of a label or embossed on the bottom. Plastic containers must be rinsed and their caps placed back on before being placed in the bin.

Aluminum. Much like plastic products, aluminum products may be recycled as long as they have no food or liquid residues. This includes, but is not limited to, tin cans, soda cans, and aluminum foil.

Glass. The Stacks residents cannot recycle glass. Cabbagetown residents who use the City of Atlanta Recycling can place glass into their bin that is empty, clean, and dry. Lids should be removed if made of a different material.

What can't you recycle?

Items that cannot be recycled with our local recyclers are styrofoam, plastic bags, hazardous materials (including chlorine, paint, motor oil, and cleaners), garbage, light bulbs, electronic devices, clothing, mirrors, photos, and diapers. Essentially, if it is

not an approved paper, plastic, or metal (and sometimes glass), you cannot recycle it in the home bins. When in doubt, throw it out.

What happens if you want to recycle something that your recycling company does not accept?

Just down the street, **The Center for Hard-to-Recycle Materials (CHaRM)** takes styrofoam, mixed paper, cardboard, books, musical instruments, bikes, electronics, paint, chemicals, mattresses, cooking oil, tires, glass, appliances, metals, cigarette butts, and plastics. CHaRM is by appointment only, and some items cost a small fee to recycle. Items that are difficult to recycle should never be placed on the side of the curb or in the trash.

What are some general tips?

1. Make sure your containers are clean.
2. Break down (flatten) your boxes.
3. Reduce and reuse before recycling.
4. Take advantage of hard-to-recycle companies.
5. If you have any questions about recycling, contact your recycling provider.

The Games

Continued from previous page.

Flush with someone else's cabbage, Ishkabibble made it rain. Unfortunately, his ability to budget was on par with Epiglotia's voice: it sucked. He threw lavish parties, promoting the games by feeding guests unlimited amounts of Cabbagetown Steak and Yoo-hoo. And oh, sure, after being wine and dined, everybody was stoked to watch a bunch of sports, but hell no they weren't about to give Ishkabibble money.

On November 1st, when the Summer Games were set to begin, competitors arrived to find that Ishkabibble could only afford several burlap sacks, a box of rubber bands, and two hula hoops.

That being said, he had made friends with a musical bootlegger, who was happy to provide free concessions. Well, a funny thing happens when lots of ornery folks guzzle gallons of white lightning: they go freaking nuts. And, oh Lordy Lordy, on top of that, Epiglotia had started to sing...

So, rather than ushering in a new era of Olympic competition, Ishkabibble instead caused the Strike of 1885, which fortunately ended as soon as the moonshine wore off. As for Ishkabibble and Epiglotia...? Some say they swam to Tahiti. Others swear they fell into the Yellow River and are now living deep in the Okefenokee. Regardless, many locals still muse – in only the hushiest of whispers – that one day the two will return to finish what they started...

The Cabbagetown Winter Olympic Games. Street vs. Street. May 20th, 2023. Opening Ceremony at 10a. Team Captains, email us at info@thepatchworks.org. All booze is welcome to attend.

TREAT YO' MICROORGANISMS RIGHT



**KATIE
MARQUELING**

Excess or decaying organic material is typically put in the trash and then taken to a landfill. There, the material begins to break down to its simplest form by microorganisms that need oxygen to survive. When additional garbage enters the landfill and buries organic waste, the microorganisms suffocate and are unable to digest the organic material. As a result, greenhouse gases such as carbon dioxide and methane are released into the

atmosphere. In order to prevent these toxic gases from entering our atmosphere, we must keep microorganisms alive during the decomposition process.

What is composting?

Composting is the controlled decomposition of organic waste that promotes healthy microorganisms. By focusing on providing oxygen to the decomposition process, soil structure and nutrient content are improved, and greenhouse gas emissions are reduced.

What can I compost?

Much like regular recycling, what you can compost comes down to who your provider is. The Stacks and many members of C'town partner with **CompostNow**. Fruits and vegetables, meat, bones, dairy, eggshells, paper egg cartons, fats and oils, bread, pasta, cereal, coffee grounds, teabags, shrimp and lobster shells, paper towels, rolls, napkins, paper baking bags, bpi biodegradable plastics, pizza boxes, house plants, and pet food are all accepted by CompostNow.

As a general rule, any organic waste is permitted. It is important to note that "organic waste" in the context of composting refers to anything that contains carbon compounds created by living creatures, not material produced without the assistance of artificial agents. So, regardless of your shopping habits, you can compost!

What can I not compost?

Contrary to what can be composted, anything that is not made of organic material cannot be composted. Metal, plastic, glass, styrofoam, rubber, oyster, clam and mussel shells, candles, cigarette butts, diapers (even if they're labeled compostable),

dryer/lint sheets, fireplace or grill ashes, rubber bands, gloves, and pet waste are therefore not permitted.

Just as with traditional recycling, the claim that a product is compostable does not necessarily mean that your local provider will accept it.

Where can I compost?

Good news! You have a wide variety of choices when it comes to determining what composting service best fits your needs. Your first choice is the **Center for Hard-to-Recycle Materials (CHaRM)**. Not only do they take your organic waste, but they also accept almost all hard-to-recycle materials. You can quickly book an appointment at this one-stop shop online.



CompostNow offers composting options that do not require you to leave your home. They provide you with a compost bin that they pick up and exchange for compost for your garden. They have weekly and biweekly plans that start at \$19 per month.

If none of these programs appeal to you, additional options include **Terra Nova Compost**, **Goodr**, **the Urban Food Forest at Brown Mill**, and the **Wylde Center**. If you're feeling ambitious, you can even start your own compost in your garden!

How do I compost?

Determine who you want to partner with on your composting journey and learn their laws and restrictions. Set up a dedicated bin and storage area for your compost. Personally, I store my organic waste in a bowl in the freezer. Mix your organic waste every few days to introduce oxygen and keep the microorganisms happy.

Finally, as with all forms of waste, always try to reduce the amount of organic waste that you produce in the first place.

Editor's note: Big thanks to Christoph for the flavourful headline.

4.37" OF RAIN IN APRIL

Cabbagetown received 4.37 inches of rain in April 2023.

That's .56 inches above the thirty year average.

For 2023, we are 1.73" above the annual thirty year average.

Quick Start

As part of the STC TechComm Bootcamp, I was asked to design a quick start guide for a home appliance. The client is Bose (I do not work for or represent Bose). The users are those who just purchased the Bose SoundSport Wireless In Ear Bluetooth Headphones with an expected 8th grade reading level. This deliverable will be a small booklet included in the box during purchase.



Guide

Safety

Always be mindful of your surroundings when using your Bose headphones to avoid injuring yourself or others and to prevent damage to your headphones.



Before using your Bose Headphones, please carefully read all the safe precautions at <https://bose.com/SafetyInformationGuide>.

Manual

The latest manuals are available at <https://bose.com>.

FAQ

Frequently asked questions and basic usage guidelines can be found at <https://bose.com/faq>.

Warranty

Check your warranty status by navigating to <https://bose.com/warranty> and entering your order number.

Customer Support

Need help? You can Contact Customer Support at <https://bose.com/support>.

Quick Start Guide

SoundSport Wireless In Ear Bluetooth

Congratulations on your new Bose headphones! This Quick Start Guide will show you the basics of enjoying life's sounds with your headphones.

The Basics



Turn On:

Press and hold the power/mode button until you hear the battery percentage.

Turn Volume Up:

Press the volume + button.

Turn Off:

Press and hold the power/mode button until you hear 4 beeps.

Turn Volume Down:

Press the volume - button.

Getting Started

1. Unpack

Remove the headphones from the packaging and check components.

2. Charge

Plug the USB cable into the charging port.

Unplug when the battery light turns green.

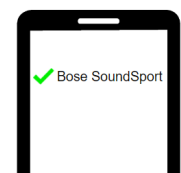


3. Connect

Turn on the headphones.

Hold the power/mode button until the bluetooth light is flashing.

Select your headphones in the Bluetooth menu of the device.



Right Product

When tasked with updating a fitness program during the STC TechComm Bootcamp, I found that the client was looking for the wrong solution. For this scenario, the client is defined as Vitality Fitness and the users as beginners to fitness with an 8th grade reading level. While reading the document that they provided, I found that they had not decided if the product was an explanation of the program or a how to guide. After talking with fictitious clients, I found that they were rather looking for an explanation of the program, and we made a flyer deliverable to match.

Below is the before.

Fitness

When thinking about the state of one's body, many people confuse health and fitness. Health refers to the body's overall functioning, how effective the immune system is, and how well the body responds to illness. Fitness, on other hand, refers to cardiovascular conditioning, muscle tone, strength, and flexibility, and the body's ability to perform tasks requiring stamina, coordination, or strength. With this definition, one can see that a person could possibly be fit, but not healthy. This should get you started on the road towards better fitness; you will have to talk to your family doctor if you have concerns about your health. On the first week of this program, you will walk three kilometers at a normal pace, three times a week, with other exercises used before and after the walk, plus on the rest days in between. The program runs for 16 weeks, but you can continue beyond that as needed. It is not important what time of day you walk, though you will get better results if you are consistent. Day 1: Perform the loosening warm-up gently for five minutes. Make sure you check your watch; don't short-change yourself! When you start walking, use a medium stride, making contact first with the heel of your foot, then rolling forward and pushing off with the toes. When you finish your walk, use the cool-down exercise. For every 20 minutes of walking time, you need approximately 5 minutes of cool-down; if you walked for less than 20 minutes, still do at least 5 minutes; anything over an hour, 15 minutes of cool-down will suffice. Drink a large glass of cool (not cold!) water after your walk. If you have never exercised regularly, or if you have ever suffered from any debilitating illnesses, you must get your doctor's approval before beginning. Day 2: Start with the loosening warm-up, then do 5 sets of squats using the blue hand weights. The idea is to build up the leg and upper body muscles, because as you gain muscle mass, you also tone and burn more calories. This will also help your overall fitness level. Do not worry about "bulking," as the weights used will not lead to this result. Day 3: Repeat as in day 1, walking for the same amount of time. However, try using a slightly longer stride.

The next page is my after.

WALK TO A NEW YOU 2023

Welcome to the Vitality Finesses Walk to a New You Challenge! This program is designed to kick start your fitness journey for 2023.

Fitness training includes cardiovascular, flexibility, and weight training to improve stamina, coordination, and strength. Health refers to the overall functions of the body, including how effective the immune system is and how well your body responds to illness.

While it is possible to be healthy and unfit, the two are still linked together. By improving your fitness, you can have a positive impact on your health.

The Program

This is a 16-week beginner fitness program designed to help you improve your fitness by alternating walking days with strength days. The program includes:

- 3 group walking sessions each week (5 sessions available per day)
- 3 weight-training sessions each week (5 sessions available per day)
- coaching to develop a healthy walking stride and posture
- access to the Facebook group Walk to a New You with Vitality Fitness

Registration

To be eligible for this program, you must:

- be a member of vitality athletics
- fill out the registration form and medical form at Vitality Fitness
- pay the \$285 registration fee

Get Ready for Class

At the fitness center, we have everything you need to successfully complete this program. Bring appropriate exercise attire and shoes with you.

Want to Learn More?

Feel free to contact us at 999-999-9999 or at info@vitalityathletics.com to schedule a consultation.



Remove Fluff

During the STC TechComm Bootcamp, I was tasked with removing the fluff for an ergonomic safety product. I defined the client as the claims center for a large insurance company (equivalent to StateFarm) and the users as claim adjusters who have secondary education and spend most of their day sitting in front of a computer. I found that the deliverable best fit for the client was an infographic to be emailed and hung around the office.

Below is the before.

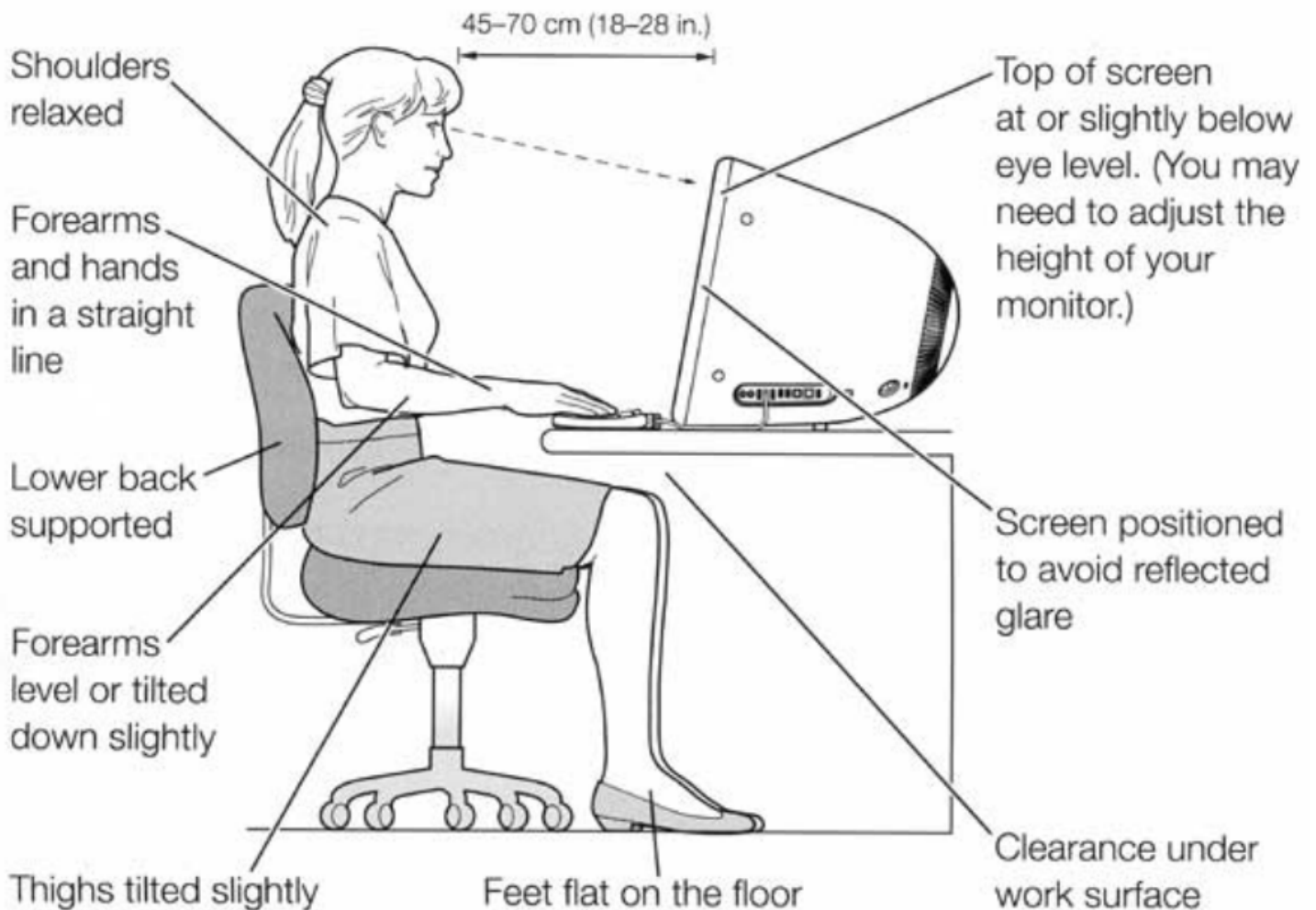
Important Ergonomic Safety Information

Some studies suggest that long periods of repetitive motion, that is, doing the same movement or action over and over, coupled with an improper work environment and incorrect work habits, may be linked to some certain types of physical discomfort, pain, or injury. These injuries that can cause this pain include carpal tunnel syndrome (CTS), tendonitis, and tenosynovitis. Because these types of injuries are usually (in most cases) prompted or brought on by repetitive motion, they are classified as RSI (repetitive stress injuries or repetitive strain injuries). There are many things that you can do each day to help prevent RSI. Some of these things are outlined in this article, but remember, it is important to follow all instructions carefully. Failure to do so may result in CTS, tendonitis, or tenosynovitis, so please read all of this article very carefully and note that these instructions may not only help minimize your chances of experiencing one of these conditions, but also help you to work more comfortably and effectively. Ensuring that your chair, work surface, and the placement of the mouse are in the correct positions is important. In addition, you should take frequent breaks to get away from your computer and desk area and thus avoid sitting in the same position for extended periods of time.

The next page is my after.

Ergonomic Safety

Long periods of repetitive motion, an improper work environment, or poor work habits can lead to a repetitive stress injury (RSI). To prevent the risk of such injuries, take breaks every hour and follow these ergonomic guidelines.



Creative

Like any dog parent, I could not have a portfolio without writing once about my dog. While creative writing is not typically found in technical writing, I want to showcase that I am a versatile asset to your company.

Tendy's Morning Routine



Tendy wakes when the sun has just begun to crest the houses on Savannah Street. After fifteen minutes of contemplating whether to get up, she begrudgingly gets out of bed and performs her routine of stretches. While her humans woke many hours before her, she needs to ensure they know that she is up. Her preferred method to alert them is to volt her body onto the floor until the whole house shakes. She has trained the humans to immediately come greet her, so she can give an appropriate amount of smooches for her mood that morning.

Tendy then waits at the top of the stairs and supervises while her humans set out her bandana for the day and prepare her leash for a walk. Once she has determined that this task was done to her liking, she makes her way down the stairs and to the door. Here she sits in the perfect position to chomp on the harness as it is being put on. Her humans open the door, and she patiently waits for her human to say “okay” for her to exit. She gets excited when they tell her she was a “good girl” when all she did was walk out a door.

Tendy then performs the daunting task of walking her humans to the far park in the neighborhood, protecting them from squirrels on the way. She may even allow herself to get distracted while searching for a desirable stick. Once Tendy determines she is ready for breakfast, she begins to lead everyone home.

Once she arrives at the front door, Tendy sits and waits for her humans to take off her harness. Again, her humans open the door and tell her “okay” to walk through the door. She still doesn't understand why they do it, but she sure does like being told she's a “good girl,” so she puts up with it.

She promptly makes her way to the food bowl and waits for her humans to put away her walking supplies, make her breakfast, and refresh her water. After her human places her bowl on the ground and gives her her “okay” command, she inspects the bowl to ensure the kibble-pumpkin ratio is to her liking. Once she has approved the food, she feasts.

She notifies her humans that she is finished by making her way to her custom made window porch. Here, her humans dress her in her bandana for the day before tucking her in with the fluffiest blanket in the house. Tendy gets comfortable as she prepares to spend most of the day laying on her porch performing some of her favorite activities: snoring, dreaming about squirrels, farting, eating treats, and watching cars go by.



Online Portfolio



Linkedin



