



Katherine Hensley

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Profile

Experienced Project Manager and Technical Writer looking for a position where I can continue to grow my skills and contribute to a team.

Skills

- Project Management (Scrum)
- Customer Relationship Management (Including Nutshell)
- Website Design & Maintenance (HTML/CSS & WYSIWIG)
- Graphic Design and Desktop Publishing (Photoshop, QuarkXpress, PageMaker)

Experience

CAMPUS OPERATIONS MANAGER, THE IRON YARD – APRIL 2015 - PRESENT
LONDON, ENGLAND AND DURHAM, NORTH CAROLINA

- Guided students through the cohort life cycle, from admissions through career support.
- Responsible for hitting target class sizes as well as developing the student pipeline.
- Regular speaking roles on behalf of The Iron Yard at conferences and events.
- Served as onboarding coordinator for new COMs around the globe, training new employees.
- Served as primary point of contact for outside inquiries about the school.
- Handled campus logistics to ensure a smooth experience for students and staff.

EXHIBIT CONTENT DEVELOPER, DESIGN DIMENSION – 2013 - 2015
RALEIGH, NORTH CAROLINA (CONTRACT POSITION)

- Created exhibit panels for a variety of museum and corporate clients.
- Developed original content and edited existing content to exhibit best practices.
- Worked closely with design firm and clients to determine narrative flow and artifacts to use.

PROJECT COORDINATOR, CISCO – JANUARY 2014 - APRIL 2015
MORRISVILLE, NORTH CAROLINA (THROUGH TEKSYSTEMS)

- Assisted in the scheduling of training for internal and external users.
- Monitored class metrics and updated stakeholders.
- Answered questions from learners regarding registration.

- Updated internal websites with class information.

**TECHNICAL WRITER III, CISCO – MAY 2013 - OCTOBER 2013
MORRISVILLE, NORTH CAROLINA (THROUGH TEKSYSTEMS)**

- Used existing internal sales materials to create documents for Authorized Cisco Reseller sales.
- Used corporate guidelines to edit content.
- Participated in peer review process and worked collaboratively to develop new content and new standards.
- Performed document management tasks as assigned.

**EXHIBIT CONTENT DEVELOPER, NORTH CAROLINA STATE UNIVERSITY – JULY 2012 - MARCH 2013
RALEIGH, NORTH CAROLINA (CONTRACT POSITION)**

- Created new content for permanent museum exhibit.
- Developed exhibit themes based on client narrative.
- Conducted research and sourced artifacts.
- Consulted with client and exhibit design firm on design content and interactive elements.

**DELTA TEACHING ASSISTANT, NORTH CAROLINA STATE UNIVERSITY – JUNE 2011 - AUGUST 2012
RALEIGH, NORTH CAROLINA**

- Used Moodle Course Management System to assist professors with history courses (both online and in-person).
- Moderated discussion forums, graded quizzes and exams.
- Served as point of contact for students.

2006 -2011 WORKING AS A TECHNICAL WRITER, EDITORIAL ASSISTANT AND GRAPHIC DESIGNER

Dual citizen US/UK