

## SUMMARY

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- Three years of experience in writing and editing, with two of those years in scientific and technical writing
- Self-directed, year-long research in UX design for health software awarded highest level of honors
- Proven ability to manage complex projects, maintain a high level of attention to detail, work proactively, and communicate well with colleagues

## EDUCATION

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**B.S. Technical Writing & Communication**, *summa cum laude*

**B.A. English**

Minors in Interdisciplinary Design and Digital Media Studies

University of Minnesota-Twin Cities, graduation in May 2020

Thesis: Optimizing an Online Health Intervention for User Experience

GPA: 3.97

## WORK EXPERIENCE

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### UX AND USABILITY RESEARCH ASSISTANT

University of Minnesota | June 2019-Present

Assist in two ongoing user experience and usability studies: one on patient use of an online health intervention module and one examining how motivation, attention, and information design interact with perceptions of scientific news.

- Evaluate software and task flows through heuristic analysis
- Identify key tasks and user profiles based on client's needs and user data
- Execute usability testing sessions, moderating with participants and recording data
- Interpret test results in final report

### TECHNICAL WRITER INTERN

Graco, Inc. | January 2019-August 2019, February 2020-Present

Research, design, and write technical materials for Graco products in accordance with corporate, engineering, and legal standards, synthesizing complex technical information into clear product documentation.

- Manage and revise documents using quality management and project lifecycle management systems
- Complete 560+ Engineering Change Orders (ECOs) affecting technical documents
- Collaborate intensively with other writers, illustrators, SMEs, engineers, and additional project stakeholders
- Manage 30+ manual translation projects, from document quote to final publication
- Manage shifting, sometimes competing, priorities in a fast-paced workplace

### WRITING CONSULTANT

University of Minnesota Center for Writing | September 2018-January 2020

Work one-on-one with graduate and undergraduate clients in all stages of the writing process to increase proficiency in academic writing, plus undertake additional instructional design projects at the request of center directors.

- Quickly read, respond to, and edit a wide range of academic and scientific written work
- Create strategy and schedule for database handbook redesign projects to ensure timely completion
- Work independently on instructional design projects and provide regular progress reports to center directors

### PODCAST PRODUCER

Radio K | April 2017-June 2019

Collaborate with managing editor, two other producers and several volunteers to produce a 30-minute arts and culture podcast each week.