

Elizabeth Nickerson

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Education

University of Massachusetts-Amherst, Amherst, MA

Expected May 2017 Bachelor of Arts in English, GPA: 3.8

Letter of specialization in Professional Writing and Technical Communication

Minors in Information Technology, Education, and Music

Skills

Information Development: Software documentation, customer training, web design, usability testing, UX

Software Experience: Microsoft Windows, Macintosh OSX, UNIX, Microsoft Office Suite, Adobe Premier, Adobe Captivate, Author-it 5, Subversion, Adobe Photoshop, Adobe Dreamweaver, MadCap Flare, Adobe InDesign, Axure

Programming Languages: HTML5/CSS, JavaScript, Python

Professional Experience

User Assistance Intern

Oracle Health Sciences Global Business Unit, Bedford, MA

May 2016 – Present

- Write user-focused documentation and create training videos for a next-generation software product
- Plan, revise, and update existing content
- Learn agile development methodologies and use collaborative tools, such as JIRA Agile and Confluence
- Work with a team to develop and document style guidelines and best practices for creating training videos

Counselor, Swim Instructor

Camp Wingate*Kirkland, Yarmouth Port, MA

June 2015 – August 2015

- Plan and teach thirty minute swimming lessons to groups of students, ranging in age from three to thirteen years old
- Provide one-on-one attention to students seeking additional help or instruction
- Distribute annual progress reports and achievement cards to students and parents
- Plan and supervise other camp-related activities

Swim Instructor, Lifeguard

Hampshire Regional YMCA, Northampton, MA

September 2015 – December 2015

- Plan and teach thirty to forty minute swimming lessons to groups of students and parents, ranging in age from three to eleven years old
- Plan and teach private lessons to students and parents, seeking one-on-one attention
- Monitor and maintain the pool area and enforce YMCA policies

Cashier, Self-Checkout Clerk

Stop & Shop Supermarket, Orleans, MA

March 2011 – January 2016

- Provide customer service in the checkout area as both a cashier and a self-checkout specialist
- Train new employees
- Perform management tasks, such as resolving customer complaints and troubleshooting equipment issues