

# Lydia Rose

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## **Experience** Training & Communications Intern

### **Best Buy, Minneapolis, MN**

*September 2020 – January 2021*

- Researched and synthesized information into plain language for job aids, resources, and other companywide communications and projects
- Composed articles for internal social pages and newsletters
- Presented research on customer-facing fraud information alongside recommendations for further action

### Media Relations Coordinator (Internship)

### **Japan America Society of Minnesota, Minneapolis, MN**

*August 2019 – January 2020*

- Wrote, edited, and compiled articles for the monthly newsletter while assisting with additional writing and design projects as needed
- Collaborated with outside organizations and individuals on writing and approving articles for publication
- Adapted writings to ensure clarity for both Japanese and English-speaking audiences

### IT Department Intern

### **Mayo Clinic, Rochester, MN**

*May 2019 – August 2019*

- Served as mediator between Mayo Virtual Office (MVO) employees and the IT team by answering employee questions, remedying service errors, configuring systems for deployment and responding to routine hardware requests

## **Education** B.S. in Technical Writing & Communication – IT & Design

Minor in Asian & Middle Eastern Studies – Japanese

### **University of Minnesota, Twin Cities, MN**

*May 2021*

GPA: 3.56

Recipient of JASM's Mondale Scholarship, UMN Learning Abroad Center Study Abroad Scholarship, and Lawrence Scholarship in Experiential Learning

## **Skills** Adobe Illustrator, InDesign, and Photoshop; Atom; CSS; DITA; Figma; Git & GitHub; Google Suite; HTML; Markdown; Microsoft Office Suite; Python 3; WordPress; XML

## **Leadership** Student Leadership – Events Team

### **University of Minnesota Navigators, Minneapolis, MN**

*August 2019 – May 2020*

- Planned, coordinated, and led organized festivities
- Offered support and encouragement to members to build morale and foster a sense of community involvement and unity at events and weekly meetings