

# Mia Klotz

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## SUMMARY & CAREER OBJECTIVES

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Senior Honors English major at the University of Massachusetts Amherst with a Professional Writing and Technical Communication certificate, skilled in technical writing, editing, and audience-focused communication. Excellent written and verbal communication skills with a strong attention to detail and a proven ability to analyze needs, problem solve, and achieve goals effectively. An excellent work ethic as well as strong organizational skills with the ability to manage multiple projects simultaneously. Passionate for a position as an entry level Technical Writer or UX Designer.

## EDUCATION

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University of Massachusetts Amherst, Commonwealth Honors College

Bachelor of Arts, Major: English, May 2025 - Expected Graduation

Concentration in Writing, Rhetoric, and Literacy Studies

Certificate: Professional Writing and Technical Communication

Technical Skills: Visual Studio Code, HTML/CSS, GitHub, Adobe InDesign, Adobe Illustrator, WordPress, Pressbooks, MadCap Flare, MS Office

Awards: Rising Researcher 2025

## RELEVANT COURSEWORK

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### Professional Writing and Technical Communication I

Course Participant, Fall 2024

- Wrote a 30-page Word Manual called *An Open Education Librarian's Guide to Microsoft Word 2024* where we exercised and practiced visual hierarchy
- Completed user testing with an SME and another individual and was provided with user feedback

### Introduction to Professional Writing

Course Participant, Fall 2023

- Researched and presented information on gambling addictions for an audience of non-specialist English majors in an hour-long, group presentation
- Wrote a 30-page grant proposal seeking funding from the Global Partnership for Education (GPE) for 20 HP Chromebooks for students in Nucchu, Bolivia

## RELEVANT EXPERIENCE

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### Editorial Design & Production Intern

September 2024-present

University of Massachusetts Press, University of Massachusetts Amherst

- File character counts for manuscripts to provide an estimate on the potential cost of the book for the Press
- Apply copy-editing page corrections to page proofs on InDesign
- Copy-edit indexes and flowed them into the InDesign file
- Uploaded images from the book, *The Education of Things*, to Manifold, an Open Access platform

### Student Assistant in the Scholarly Communications Office

January 2022-present

W.E.B Du Bois Library, University of Massachusetts Amherst

- Co-creating "The Undergraduate Guide to the UMass Amherst University Libraries" and publishing it through the Open Education platform, Pressbooks, collaborating with three other UMass librarians
- Edited videos from the International Open Access Week zoom panel using Final Cut Pro
- Created Digital Object Identifiers (DOIs) for published work on Open Access websites

### President and Request Manager

December 2022-present

World Librarians Program, University of Massachusetts Amherst

- Created and presented on the search process of World Librarians at Indiana University's Ostrom Workshop/Hamilton Lugar School Beyond the Web Series on World Librarians: "How any community can build their own library"
- Created two informative presentations on how World Librarians search for open educational materials and send them to the six schools in Africa to two UMass Amherst Honors 391AH classes
- Collaborated with team members at an Open Access Week Panel: Community over Commercialization for World Librarians and did a Q&A with a live audience

### Book Design Practicum

February 2025-present

English Department, University of Massachusetts Amherst

- Uploading 600+ women's speeches to Pressbooks from a Google Drive
- Applying HTML styles to the documents and copy-editing any changes from transferring the speeches