

Amina Omeragic

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Education

University of North Texas Bachelor of Arts—Professional and Technical Communication Denton, TX

Expected Graduation: May 2020
Current Major GPA: 3.6

Relevant Coursework

- TECM 4180:**
Advanced Technical Writing
- Conducted interview (1) and secondary research-based report (1) to present qualitative data.
 - Revised documentation for grammar, style, and tone for a general audience through peer review feedback.
 - Developed surveys and administered usability testing in Qualtrics.
- TECM 4190:**
Technical Editing
- Completed onscreen developmental and copyedits for web-based technical documents.
 - Collaborated with team members to implement comprehensive edits on technical materials for clients.
 - Created style sheet for Collin College community college district using Microsoft Word.
- TECM 4500:**
Content Analysis
- Created code books and analyzed texts on linguistic and psychological dimensions.
 - Utilized descriptive and basic inferential statistics to help communicate the significance of results for IMR&D-style reports.
 - Conducted a content analysis of job postings in a sub-field of technical communication.
- TECM 4800:**
Special Topics in Technical Communication
- Synthesized information using new media for cybersecurity client, Securonix.
 - Introduced solutions to ensure timely completion of projects.
 - Performed usability tests on various task management programs.
 - Edited team project drafts for clarity and cohesion through Slack collaboration software.

Work Experience

- Teaching Assistant** University of North Texas Denton, TX
August 2019–Present
- Mentoring students to develop critical thinking skills and advance professional correspondence.
 - Facilitating in-person and online tutoring sessions over technical concepts.
 - Maintaining documentation of lab related materials pertaining to safety, equipment, and student records.
- General Merchandising Expert** Target Frisco, TX
May 2019–Present
- Updating quantity and signing of merchandise with weekly audits.
 - Performing exception fills (EXFs) and auto-pulls to ensure on-hand item accuracy and proper placement of product on sales floor and in backroom.
 - Assisting Guest Services with back-up cashiering and overseeing order pick-ups.
- Sales Associate** Journeys Frisco, TX
October 2018–December 2018
- Welcomed guests and effectively communicated with third-party vendors.
 - Met and exceeded weekly sales goals while upholding a gold standard of performance.
 - Organized and tagged shoes, clothing, and accessories for extensive display.
 - Aided management in recruiting and training new hires.
- Customer Service Associate, Cashier** The Home Depot Frisco, TX
March 2017–May 2018
- Resolved customer and vendor complaints in-store and over the phone.
 - Facilitated different order types (deliveries, Will Calls, Store-to-Store).
 - Maintained precise on-hand quantity of department materials.
 - Drove sales by notifying customers about credit applications and ongoing specials.

References available upon request