

# Megan M. Wittorp

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Detail-oriented creative problem-solver with a background of over 6 years as a practiced writer and over 7 years in customer service. Experience across various fields handling multiple deadlines and on-going projects both in teams and independently. Excellent communication and organizational skills with involvement in employee training including sessions and written guides.

## Education

### SAM HOUSTON STATE UNIVERSITY — HUNTSVILLE, TX | MAY 2021

- Bachelor of Arts in Criminal Justice
- Dean's List – Spring 2019, Fall 2020

## Job Experience

### TECHNICAL WRITER / PROJECT ASSISTANT | NEOSEM TECHNOLOGY INC — AUSTIN, TX | AUGUST 2022 - PRESENT

- Lead and assist in staff training sessions to teach internal processes and introduce related training materials
- Create reports, planning materials, and tracking documentation for projects
- Create and maintain both internal and external documents — primarily training materials and informational documentation
- Receive reference materials from internal engineering teams and format them into easy-to-follow manuals
- Collaborate with internal staff for project planning and review to ensure documents are thorough and accurate
- Updating and maintaining an internal documentation repository with the latest versions of all documents to ensure accessibility and accuracy for all users

### INSIDE SALES REP. — SMALL BUSINESS | DELL TECHNOLOGIES — ROUND ROCK, TX | JULY 2021 - JULY 2022

- Demand generating inside sales representative for Dell's Small Business segment, making 30-60 calls per day
- Served as a point of contact and advisor for small businesses across the US, providing technology solutions that suited the business's needs and allowed them to grow
- Communicated with manager, coaches, and teammates daily to improve both individual and team metrics
- Team contest advocate for Q4FY22-Q2FY23, working alongside team leaders to create, consolidate, and track performance in team contests which focus on improving areas of opportunity on both a team and individual level

### ASSISTANT MANAGER / ENGRAVER | THE TROPHY CASE — HUNTSVILLE, TX | SEPTEMBER 2016 - MAY 2021

- Independently managed the engraving department, working on tight schedules managing several orders at a time to meet strict deadlines
- Created documentation for order taking and tracking, employee time cards, and common task instructions
- Assistant Manager duties include resolving customer issues; ensuring the timely completion of orders across all departments; monitoring online sales; sending outstanding invoices to customers via Wix
- Assisted with sales, graphic art, laser engraving, embroidery, and other tasks as needed

## Awards & Hobbies

### THE ODYSSEY ONLINE — 2016 - 2019

- Weekly content creator for University of Houston and Sam Houston State University chapter
- Learned how to brand and promote weekly content to increase sharing of content and overall pageviews
- Community Health Manager, 2017-2019, planned team meetings and events, created team building exercises
- President, 2019, managed social aspects of team, recruited new creators, set monthly team goals, reported twice monthly to headquarter executives to discuss team status and goals
- Selected as 1 of 10 creators to visit Odyssey headquarters in New York City for an Odyssey office event, 2016

### DEAD FOX CREATIONS — 2013 - 2016, 2021 - PRESENT

- Owner of an Etsy store specializing in custom designed shoes and shirts (2013-2016) and pins and stickers featuring original artwork (2021-present)
- Gained experience using the Etsy shop manager, promoting products online and in-person, creating new designs to cater to a wider audience, and managing inventory for supplies and products

## Skills

- Intermediate knowledge of American Sign Language
- Experience with Microsoft Office and Google Suites, CorelDRAW, Jira, and SalesForce
- Quick learner, effective communicator, attentive, detail-oriented