**PRIYANKA GANGULY**

**1821 White Columns Drive, Rolla MO, 65401 | (573)-202-1797 |** [**pgfm5@mst.edu**](mailto:pgfm5@mst.edu)

**SUMMARY**

Technical Communication student interested in exploring rhetoric of science (particularly medical rhetoric) and digital rhetoric

**EDUCATION**

***Missouri University of Science & Technology***  **May 2020**

**M.S. in Technical Communication GPA: 4.0/4.0**

Tentative dissertation title: “A Rhetorical Analysis of Statements of Purpose (SPs) for Admission to Graduate School”

Advisor: Dr. Ed Malone

**Courses**

Research Methods in Technical Communication Foundations of Technical Communication

Usability Studies Writing for Social Media

Theory and Practice of Technical Communication Help Authoring

Advanced International Technical Communication Proposal Writing

***University of Calcutta* June 2009**

**M.Sc. in Botany GPA: 3.5/4.0**

**WORK EXPERIENCE**

**Missouri University of Science and Technology, USA 8/2018-Present**

***Graduate Teaching Assistant***

* Instructed Technical Writing course to the undergraduate students from diverse backgrounds (engineering, science, and technical communication)
* Observed and assisted in grading for Academic Writing (Composition) course
* Improved student participation in the classroom through integration of creative role-playing exercises, group discussions, and peer review sessions
* Taught the conventions of proposal, progress report, recommendation report, cover letter, email, and instructional manual

**Shure Incorporated, USA 5/2019-8/2019**

***Technical Communications Intern***

* Audited legacy guides and restructured to conform to a consistent navigational lexicon
* Created universal owner’s manual that included global compliance, legal, and safety information using XML and Adobe InDesign
* Worked with print suppliers to create prototypes for mini guides
* Used card sorts and other methods to create topic maps for product guides

**Nations Fresh Foods, Canada 9/2015-8/2016**

***Customer Service Representative***

* Managed ten cashiers and retail staffs at a time for smooth operation
* Recruited, coached, counselled, and trained employees
* Evaluated self-on-the-job performance, as well as other staff
* Utilized computers to record sales figure for data analysis and forward planning
* Handled customer complaints, questions, and issues

**Galaxy Group of Industries, India 6/2012- 12/2012**

***Senior HR Executive***

* Understood the client’s requirement with respect to existing business activities, future growth plans, job laying special focus on job description and specification
* Searched suitable CVs from existing database, job portals, references and so forth
* Screened, evaluated and short listed the candidates for a resource request
* Arranged interviews of the shortlisted candidates with the concerned organization
* Developed and monitored database for immediate and future requirements

**ISS Hicare Pvt Ltd., Kolkata, India 7/2011- 4/2012**

***Client Executive***

* Dealt with enquiries from new and existing customers regarding pest control service
* Suggested solutions to customers in a positive manner
* Presented company’s products and services to the potential customers
* Achieved deadlines and sales target

**SKILLS AND ABILITIES**

**Technical Skills**

* **Computer skills:** Microsoft Office (Word, Excel, Power Point, Outlook) and Adobe Photoshop, Adobe InDesign, Adobe Illustrator, XML
* **Learning Management Software:** Canvas
* **Content Management Software:** Vasont Inspire Software, Adobe Robohelp and XINA

**Writing, Research, and Editing Skills**

* Conducted usability testing on Adobe Photoshop
* Created and presented a poster on the pilot study of global research ethics at 17th STC Student Conference
* Wrote grant proposal for Rolla Public Library
* Wrote test plans and test reports about usability testing of Adobe Photoshop
* Wrote reports on stylistic, topical, and structural analysis (rhetorical analysis)
* Created electronic portfolio

**Language Skills**

* Proficient in English, Hindi, and Bengali

**ACHIEVEMENTS AND ADDITIONAL INFORMATION**

* Received “Best Student Award,” University of Calcutta (2009)
* Received “Employee of the month award” thrice, Galaxy Group of Industries (2012)
* Received “Best performer” award once, ISS Hicare Pvt. Ltd. (2011)
* **Treasurer:** Society for Technical Communication (May 2019-Present)