Riona McGillicuddy

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Summary

I seek an entry-level position in the field of technical writing, information design, professional communication, or user experience. Certified in technical and professional writing with experience in design, coding, creative writing and interpersonal communication. Can work independently but excel as part of communicative, collaborative teams. Looking for an opportunity where I can learn new skills and contribute to something larger than myself.

Education

University of Massachusetts: Amherst - May 2016
   Major: English with Professional Writing and Technical Communication certificate
   GPA: 3.47

University of East Anglia - January - June 2015
   Exchange Program

Software and Computer Skills

- Microsoft Office and Microsoft Visio - Advanced
- Adobe Photoshop, InDesign, Dreamweaver - Proficient
- HTML/CSS and C# - Familiar
- MadCap Flare - Familiar

Work Experience

Hyperkinetic Studios - Writing Intern - July 2016 - Present
   Working in a team of other writers, we meet each week to set goals, measure progress, and stay updated on the studio's needs. Shadowing Production Coordinator to learn about data-input and daily management.

Middlesex Savings Bank - Bank Teller Part Time - July 2016 - Present
   Interact with customers in a line of tellers, exchanging monetary instruments and guarding account information while remaining polite, cordial, and precise under pressure.

University of Massachusetts Amherst: Campus Security - Security Monitor - November 2013 - May 2016
   Maintained a safe environment at the UMass Amherst dorms. Handled sensitive student information securely while supervising building entrances, keeping out intruders and protecting students.

Hanscom Air Force Base - Summer Hire - June - August 2014
   Performed various tasks for the defensive network designed to help management better understand the jobs of engineers including creating a visual guide for a project plan and populating a map of the network's processors.

Relevant Coursework

MadCap Flare Online Guide
   Worked cohesively with my team to create an online guide for MadCap Flare. We analyzed the end-user and their needs, then blocked out a plan to achieve the final product. I set a schedule and made sure we stuck to it.

Kerbal Space Program Print and Online Guide
   Co-operatively developed a game guide in a small team using Adobe InDesign, GitHub, and other software. I took the lead managing our sprint. We each added content, but I am responsible for the print product.

Microsoft Word Manual
   Using the waterfall method, I created a user-oriented MS Word manual. I interviewed potential users, created an example end-user, drafted, tested, and edited the content, and repeated this process several times.

Activities

UMass English Society, UMass Theatre Guild, Team RPGs, LGBTQ Alliance, Girl Scouts