Riona McGillicuddy

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Summary

I am a persistent knowledge seeker searching for an entry-level position in the field of technical writing, information design, professional communication, or user experience. Energetic self-starter who enjoys working independently but thrives as part of a communicative, collaborative team. Certified in technical and professional writing with experience in design, coding, creative writing and interpersonal communication. Looking for an opportunity to contribute to something larger than myself, hone my current skills, and learn new skills along the way.

Software and Computer Skills

- Microsoft Office and Microsoft Visio
- Adobe Photoshop, InDesign, Dreamweaver
- GitHub
- HTML/CSS and C#
- MadCap Flare
- Unity

Work Experience

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.

Hyperkinetic Studios - Writing Intern -   July 2016 - February 2017
Worked with a team of writers and designers, meeting each week to set goals. Wrote and implemented quests, stages, and characters for the Epic Tavern video game. Shadowed and assisted production coordinator while learning the details of data-input and daily management.

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
Created a visual guide of fundamental project flow to provide management with an accessible progress gauge. Went through several edits and iterations with manager. Worked with engineer to populate a map of the defensive network's processors and keep documentation up to date.

Relevant Coursework

MadCap Flare Online Guide
Worked with a team to create an online guide for MadCap Flare. We analyzed the end-user's needs, blocked out a plan, tackled each section individually, and strung the modules together into one cohesive document.

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 and I was responsible for the print product.

Microsoft Word Manual for Dungeon Masters
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.

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

Activities

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