

Riona McGillicuddy

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Education

University of Massachusetts: Amherst

August 2012 - 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

HTML/CSS and C#



Adobe Photostop, InDesign, Dreamweaver



Microsoft Office and Microsoft Visio



MadCap Flare



Relevant Coursework

MadCap Flare Online Guide

Used MapCap Flare to produce an online guide enumerating the steps necessary to creating an online target.

Adobe InDesign Manual

Created a manual single-source documentation using Adobe InDesign.

Kerbal Space Program Print and Online Guide

Worked in a small team to create a guide for the game Kerbal Space Program using the game, Adobe InDesign, GitHub, and other means.

Microsoft Word Manual

Created a user oriented guide on using Microsoft Word with the program itself.

Work Experience

Security Monitor at UMass Amherst

November 2013 - May 2016

Monitored dorms at UMass Amherst, handled sensitive information safely and securely.

Summer Hire at Hanscom Air Force Base

June - August 2014

Integrated with teams and management on different levels, performing varied tasks, for the defensive network.

Camp Counselor at Camp Runels Girl Scout Camp

June - August 2013

Worked in a team to supervise young Girl Scouts and create fun and safe environment. Planned and executed activities in a timely manner.

Teacher Aid at Ayer Community School

April 2010 - August 2012

Childcare provider in afternoons, helping the teacher on staff. Supervised children, keeping them safe as well as maintaining a clean environment.

Volunteer Experience

Big Brothers Big Sisters (2013 - 2014)

Mentor for children in Hampshire County to help development.

Spaghetti Dinner Volunteer (2009 - 2014)

Provided services for the Ayer Community School by helping with set-up, seating families, and cleaning.

Activities

- UMass English Society (2014 - 2016)
- UMass Theatre Guild (2014 - 2016)
- LGBTQ Alliance (2010 - Present)
- Girl Scouts (2001 - 2010, 2013)