Stephanie Bergmann

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EDUCATION

University of Massachusetts Amherst   May 2021
Bachelor of Arts in English

    Certificates: Professional Writing and Technical Communication & the Study and Practice of Writing

SKILLS

- Microsoft Office (Word, PowerPoint, Excel)
- Google Drive (Docs, Slides, Sheets)
- HTML, CSS
- Adobe InDesign, Photoshop, Illustrator
- MadCap Flare

RELEVANT EXPERIENCE

Content Coordinator   May 2020 – Present
UMass Amherst IT Communications, Amherst, MA

- Write documentation to be published on the UMass IT website and/or to be distributed internally
- Edit, format, and organize existing technical documentation
- Assist in moving documentation to a new service platform
- Create live demonstration tutorial videos

Communications Coordinator   August 2021 – Present
UMass Amherst International Programs Office, Amherst, MA

- Design promotional materials to encourage students to study abroad, including bus advertisements, postcards, and digital and printed posters
- Coordinate and maintain social media presence
- Assist in updating the IPO website as necessary

Writing Center Tutor   October 2019 – May 2021
UMass Writing Center, Amherst, MA

- Collaborated with students at any stage of their writing process in 45-minute sessions
- Facilitated students' understanding of their personal writing process and style
- Wrote brief client evaluations for other tutors to reference

Fiction Editor   January 2019 – April 2021
Jabberwocky Literary Magazine, Amherst, MA

- Collaborated with staff members to decide which short stories to include in the annual publication
- Read and analyzed an average of five submissions each week
- Assisted with copyediting and contributed to the design and layout of the journal

RELEVANT COURSES

Undergraduate Teaching Assistant for Intermediate Technical Writing   Fall 2020

- Worked individually with students to answer questions and offer feedback on assignments
- Recorded video tutorials to teach students how to use Microsoft Word
- Assisted with administrative tasks such as taking attendance and organizing digital files

Intermediate Technical Writing   Fall 2019

- Applied technical writing concepts such as communicating complex information to a lay audience
- Completed and wrote a user analysis, documentation plan, and user testing
- Culminated in a 30-page user-focused Microsoft Word manual for novelists