

**SYBIL SCOTT**  
[sybilscott@gmail.com](mailto:sybilscott@gmail.com)  
713-301-8341 • Minneapolis, MN

---

## A R E A S   O F   E X P E R T I S E

---

Information Design  
Usability  
User Experience  
Plain Language

Writing for Selective Reading  
Iterative Processes  
Web Accessibility  
Technical Writing

Editing and Proofreading  
User Testing  
API Documentation  
Audience Analysis

---

## E D U C A T I O N

---

**University of Minnesota** – Minneapolis, MN Grad. 2021  
Postbaccalaureate Certificate in Technical Communication

- **Writing with Digital Technologies**
  - intros to HTML, CSS, Github, DITA, XML, Swagger, JSON, markdown, wireframing
- **Information Design**: Theory and Practice
- **Usability** and Human Factors in Technical Communication
- **Editing and Style** for Technical Communicators
- Introduction to Graduate Studies in Scientific and Technical Communication

**Documenting APIs: A guide for technical writers and engineers** – [idratherbewriting.com](http://idratherbewriting.com) 2021

**St. Olaf College** – Northfield, MN Grad. 2006  
**B.A. English** and Music, *cum laude*

---

## P R O F E S S I O N A L   E X P E R I E N C E

---

**Senior Administrative Assistant**, *Thrivent Financial* – Minneapolis, MN 2018–present

- **Create and edit technical documents** for a variety of audiences
- **Format presentations** for upper management
- Coordinate calendars, manage budgets, onboard new employees

**Assistant Director of Music Organizations**, *St. Olaf College* – Northfield, MN 2016–2018

- **Redesigned work order documents** for clarity, efficiency, and consistency
- **Wrote instructional emails** for complicated ticketing processes
- Coordinated the production of professional-level concert programs, including extensive editing
- Coordinated marketing, logistics, and travel arrangements for annual national tours
- Managed concert production and front of house operations for 50+ concerts annually
- Oversaw interns and student workers

**Relationship Manager**, *United Way of Greater Houston* – Houston, TX 2014–2016

- **Wrote and edited renewal and thank you letters** and other department materials
- Processed gifts and tracked data and recognition preferences
- Supported renewal and recruitment efforts for high-level donors

**Marketing Coordinator and PR Admin Assistant**, *Houston Texans* – Houston, TX 2008–2014

- **Formatted, wrote, and edited promotional materials** and internal documents
- **Edited press releases and game notes** and transcribed interviews and press conferences
- Assisted with company-wide marketing and managed event planning and logistics for fan clubs
- Created web forms for registration pages and company surveys
- Oversaw department interns and part-time event staff

---

## A C C O M P L I S H M E N T S / A C T I V I T I E S

---

- Event support for **ESPN/Disney, Fox Sports, Ming Entertainment**
- Recipient of PFWA's **Pete Rozelle Award** (best NFL PR Department), 2010
- Section leader and **first female student manager** of the nationally renowned St. Olaf Choir