

VICTORIA BOURQUE

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Aspiring technical writer with a passion for grammar and punctuality.

Education

University of Massachusetts, Amherst, 2020

- English Major with Certificate in Professional Communication and Technical Writing and Minors in History and Italian Studies
- GPA: 3.93, Dean's List all semesters; member of the Commonwealth Honors College

Relevant Coursework

This semester, I am completing the last required classes for Professional Writing and Technical Communication Certificate, in which I have created a number of technical documents, including a Mock Grant Proposal, documentation on Microsoft Word for electrical engineers, and documentation on a ZVex Fuzz Factory Pedal.

Skills

- **Software:** Microsoft Office Suite, Google Drive, HTML/CSS, MadCap Flare, Final Cut Pro, Garage Band, Pre-Sonus Studio One, Slack, Social Media
- **Languages:** reading ability in Italian, French, and Latin

Work Experience

Associate at Bridges and Bows (instrument rental/repair store), June 2013 – September 2018

- Wrote and sent emails to clients regarding their contracts, billing, etc.
- Interacted with clients in person and over the phone to answer questions and suggest further possible searches
- Cleaned and fixed instruments (violins, violas, cellos, and their accessories)

Stagehand at the Fine Arts Center of University of Massachusetts, Amherst, January 2017 - present

- Communicate with technical professionals and follow detailed instructions regarding light and sound design
- Clean and design theaters and auditoriums for any upcoming professional events

Copy-editor and designer for *The Jabberwocky* (UMass Literary Journal), January 2017 - May 2017

- Closely examined submissions for literary journal and resolved errors
- Selected artwork and planned layout for journal

Administrative Assistant at the Battlezone (Nerf gun arena), May 2016 - August 2018

- Wrote contracts for clients
- Interacted with clients in person and over the phone to answer questions and keep establishment safe
- Supervised Nerf gun-based games with people of all ages

Administrative Assistant at RM Ratta Corp. (septic contractor), May 2016 - August 2018

- Helped organize all contracts, bills, checks, and other vital documents into a filing system
- Assisted in completing any simple stray needs, such as plotting an individual contractor's route

Interests

- Write and record my own music with my voice, piano, electric bass, and home recording equipment
- Act as Secretary for the UMass Gospel Choir
- Participate on and off stage for the UMass Theatre Guild