

Whitney Bolar



Technical Writer & Programmer

Tacoma, WA (Open to Relocation & Remote)

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<https://whitneybolar.github.io>

EDUCATION

Eastern Washington University, Cheney, WA

Bachelor of Arts

Technical Communication

Cheney, WA

09/2016 – 08/2022

Eastern Washington University, Cheney, WA

Bachelor of Computer Science

Cheney, WA

09/2016 – 08/2022

EXPERIENCE

Accountable Custodial & Maintenance Inc., Port Orchard, WA

Admin Assistant & Workforce Laborer 05/2023 – Current

- Implemented a highly responsive on-call framework, guaranteeing swift site attendance for urgent matters; achieved an industry-leading maximum on-site attendance time of 24 hours, optimizing customer satisfaction.
- Enhanced project leadership by consistently updating the superintendent with comprehensive reports and visual documentation, leading to a 25% increase in productivity and improved overall project efficiency.
- Implemented time management techniques to optimize labor-intensive tasks, resulting in a 33% reduction in project completion time and increased team productivity.

Skills: *Reporting / Multitasking / Leadership*

Agora Management Solutions, Bellevue, WA

Sales Representative 03/2023 – 05/2023

- Actively sought out conversations with over 100 prospects within a single shift; fostered relationships that resulted in a 40% increase in conversion rates and a substantial boost in overall sales performance.
- Orchestrated seamless coordination between personal and professional commitments by adapting to ever-changing schedules; optimized prioritization resulting in a 25% increase in productivity.
- Led a collaborative effort with team members and supervisors to optimize financial reporting processes, leveraging automation tools and streamlining workflows, resulting in a 30% reduction in reporting time and improved accuracy in financial statements.

Skills: *Active Listening / Customer Service / Public Speaking*

Eastern Washington University Cheney, WA

Pathways Mentor & Academic Coach 09/2018 – 08/2022

- Clarified a thorough analysis of student feedback and behavioral reactions to identify the top reasons for academic concerns; implemented a new onboarding process that reduced unproductive habits by 35% in the first month.

Skills: *Peer Tutoring / Active Listening*

Eastern Washington University Cheney, WA

Welcome Desk Member 09/2018 – 08/2022

- Analyzed the financial statements of the PUB Welcome Desk as a PUB Board Representative and identified ineffective spending; recommended cost-cutting measures that saved the student government \$2K per quarter.
- Coordinated and influenced in annual Clery Act & Title IV training sessions; ensured public compliance with federal regulations and minimized risk of violations.

Skills: *Leadership / Team Management / Customer Service*

Providence St. Luke's Rehabilitation Medical Center, Spokane, WA

Apple Watch App Developer 01/2022 – 06/2022

- Coded with a team of developers and designers to create an Apple Watch application that tracks HRV; integrated machine learning algorithms that provided personalized insights and recommendations to users.
- Developed Swift code using Xcode to trigger local and remote notifications via Apple Watch based on HRV calculations; improved app starting accuracy to 80% as a team.
- Troubleshoot and resolved UX/UI issues on the watchOS app by implementing custom layouts and interface elements, lowering user test problems by 35%.
- Collaborated with a team of designers and developers to facilitate client meetings and establish project goals and timelines, leading to a 30% reduction in project completion time.
- Employed test-driven development (TDD) best practices by delivering high-quality software applications that shrunk defects by 20%.

Skills: *Real-time Data / Test Driven Development / Apple Software / Swift (Programming Lang.) / Xcode*

More Details: <https://whitneybolar.github.io/cs-hrv.html>

Accountable Custodial & Maintenance, Inc., Remote

User Experience Intern 01/2021 – 06/2021

- Conceptualized and executed a website redesign project using HTML, CSS, and JavaScript; integrated custom features like interactive user dashboards and effective product pages; surged new customer traffic by 23%.
- Analyzed and identified opportunities for automation in website functionality; reduced time spent on manual tasks by 20 hours per week and grew team efficiency.

Skills: *HTML / CSS / JavaScript / Prototyping / Usability*

Get Lit! Programs, Spokane, WA

Content Writer & Creator Intern 09/2019 – 03/2020

- Orchestrated seamless integration of 100+ WordPress updates, ensuring client reservation system remained up-to-date; minimized technical issues and improved overall website performance.
- Pioneered direct engagement with local businesses, fostering comprehensive partnership proposals, and securing relationships that garnered vital support for specialized events, resulting in a 25% increase in event revenue and enhanced community outreach.
- Streamlined event note translation process, converting condensed information into a spreadsheet

format, enabling the non-profit director to quickly comprehend and manage the calendar, resulting in improved decision-making and timely execution in 90% of events.

Skills: *WordPress / Alt-Text / Calendar / Content Management / Grant Research / Fast-Paced & Deadline Driven*

Eastern Washington University Information Technology, Cheney, WA

Technical Writer 03/2019 – 06/2019

- Optimized video production workflow by implementing project management software; minimized video production time by 50% and achieved timely delivery of all 10 tutorial videos for Eastern Washington University's Information Technology Student Service.
- Designed and completed print-ready graphics for a 50-page guide using Adobe Photoshop before deadlines; images resulted in an 80% increased usability performance rates.
- Formulated and executed a comprehensive accessibility strategy that included print and video instructions using alt-text, subtitles, and descriptive wording within scripts; improved personal website accessibility skills by 35%.

Skills: *Team Leader / Video Editing / Adobe Photoshop / WordPress / Alt Text / Fast-Paced & Deadline Driven*

More Details: <https://whitneybolar.github.io/b.html>

iFixit, Cheney, Washington

Technical Writer 01/2018 – 03/2018

- Authored comprehensive user manuals and maintenance guides for HP Envy x360 15-u473cl in collaboration with a 5-member team; raised user satisfaction and trust from iFixit with over 4,800 views.
- Conducted research on common technical issues surrounding HP Envy x360 15-u473cl using customer feedback and online resources; provided comprehensive guidance on troubleshooting complex repair scenarios, reducing repair time by 28%.

Skills: *Device Repair / Usability / Content Creation / Text Editing*

More Details: <https://whitneybolar.github.io/a.html>

VOLUNTEER

Eastern Washington University Cheney, WA

Eagle Ambassador 09/2018 – 01/2022

- An active volunteer in public speaking as a student representative by communicating effectively with prospective students to ease their concerns over college life.
- Championed public speaking program as student representative; delivered inspiring speeches to 500+ prospective students that helped increase college application rates by 25%.

Skills: Public Speaking | Interpersonal Communication

RELEVANT SKILLS

- Proficient in programming languages including Java, HTML, and CSS.
- Familiarity with JavaScript, PHP, Swift, C++, and SQL.
- Proficient in software programs including GitHub Desktop, Visual Studio, Visual Studio Code, Oxygen, Xcode, and Eclipse.
- Proficient in Adobe Suite Products including Adobe Acrobat, Photoshop, Illustrator, and InDesign.
- Proficient in Microsoft Suite and Google Suite.
- Proficient in Source and Version Control including Git, and GitHub.

HONORS

User Experience Certificate, Eastern Washington University, 2022.

2022 Student Leadership Excellence Award (SLEA) Nominee, Eastern Washington University, 2022.

International Tutor Training Program Certification, Eastern Washington University, 2019.