

## Education

Bachelor of Arts, 1999  
Youngstown State University  
Major: Professional Writing and Editing  
Minor: Desktop Publishing  
GPA: 4.0 (on 4.0 scale)  
Graduated *summa cum laude*

Master of Arts in English, 2008  
Youngstown State University  
Graduate Certificate in the Teaching of Writing  
GPA: 4.0 (on a 4.0 scale)

## Skills

### Communications

- Copyedited and proofread newsletter articles, instructional materials, book reviews, scholarly articles, and nonfiction books.
- Wrote journalistic and academic articles and technical instructions.
- Familiar with Chicago, MLA, APA, and AP style guidelines.
- Designed Web pages, newsletters, brochures, flyers, handouts, booklets, and banners.

### Teaching

- Taught computer classes covering Microsoft Word, Corel WordPerfect, HTML, and layout-and-design issues.
- Instructed students how to storyboard Web sites and write project proposals.
- Led workshop sessions for educators to teach various software applications.
- Conducted one-on-one training sessions to address technological learning gaps.

### Computer

- Microsoft Word, Excel, PowerPoint, Access, Outlook
- Adobe InDesign, PageMaker, Acrobat, Photoshop, Dreamweaver
- Web page design and creation
- Desktop publishing
- HTML, Internet, World Wide Web, E-mail
- SCT Banner
- WebCT CE and Vista
- NotaBene Lingua Workstation

### Administrative

- Maintained budget records and performed accounting functions.
- Completed budget transfers and purchase orders.
- Made travel arrangements and completed travel expense reports.
- Coordinated workshops, meetings, and other events.
- Coordinated production and distribution of publications.
- Created and maintained bibliographic and mailing databases.
- Organized bulk mailings.
- Processed journal subscriptions and backorders.
- Greeted and directed office visitors.
- Answered telephones, directed calls, took messages.
- Sent and received faxes.
- Distributed the mail.
- Made photocopies.
- Maintained files.

## Work History

9/1997–1/2008, Youngstown State University, Youngstown, Ohio  
1994–1996 (seasonal), AVI Foodsystems, Inc., Warren, Ohio