

## SUMMARY

Results-oriented **Writer/Communications Specialist** with strong organizational and creative abilities with aggressive customer service talents. A self-motivated bulldog in research with broad experience in multi-format writing, both fiction and non-fiction. Adept at delivering fresh twists on familiar ideas, and assimilating new technologies. Proven successes in retail, office, and utility fields where good communication, team-building, leadership, and the ability to train proves critical.

## SELECTED ACCOMPLISHMENTS

### Fiction/Non-Fiction

- Writes and supervises Opening and Closing Skits, giving performers opportunity to open and close annual Superman Celebration.
- Wrote comic book and television-related articles for *BACK ISSUE Magazine*, *The Krypton Companion*, and *The Jack Kirby Collector*, uncovering unprinted artwork and giving recognition to frequently unsung comic book creators.
- Transcribed and edited interviews for other writers, resulting in editable copy, in books about Superman, John Romita, Sr., Batman, Carmine Infantino, The Justice League of American, Sal Buscema, The New Teen Titans, Peter Bagge, and more.
- Created quiz and book of short fiction as Thank You gifts for local PBS Doctor Who pledge drives, rolled out to other PBS Stations and to national show distributor and used in other markets.
- Published as a reporter, photographer, and book reviewer, as well as script editor and playwright.
- Published in *Knights of the Dinner Table*, *Hogan's Alley*, *WHOTopia*, *Newsarama*, *Charlton Spotlight*, *The IT Girl Murders*, among other publications.

### Corporate / Office

- Designed and generated copy for print advertising, resulting in increased retail mail order and University of Illinois campus walk-in business.
- Scripted and supervised radio advertising campaigns, attracting more varied regional demographic groups.
- Researched and wrote a weekly informational newsletter, marketing new comic book titles to customers.
- Wrote print advertising copy, purchased ad space, created promotional material for online sales and mobile operations for own pop culture retail business, resulting in international sales.
- Streamlined Illinois American Water's New Business Developers Information Packet, facilitating ease of use.
- Trained replacement and supervisor in Illinois American Water Payroll Report Editing system, ensuring departmental coverage.
- Created spreadsheets and instructions on their use, ensuring consistency of utilization.
- Supervised Illinois American Water New Business and Private Fire Service departments in supervisors' absence, ensuring continuity of service.
- Created written proposal to reduce IAW's Champaign office fax machine expenses by \$6,600 / year through purchase, not rental, of machines.
- Created series of business letter templates for IAW New Business department, increasing readability and flexibility in transmitting information.
- Opportunity Specialists' Outstanding Team Player Award, 2001 for storeroom work with Illinois American Water.
- Wrote Procedure Manual for Illinois American Water Payroll Specialist that ensured continuity of training.

**WORK HISTORY**

<b>Superman Celebration, Metropolis, IL</b> Lead Writer/Scriptrunner/Director/Producer	<b>2008 - Present</b>
<b>TwoMorrows Publishing, Raleigh, NC</b> Freelance Writer/Transcriptionist	<b>2001 - Present</b>
<b>ILLINOIS AMERICAN WATER COMPANY, Champaign, IL</b> Operations Support Rep III / New Business Assistant Payroll Specialist Customer Service Associate	<b>2001 - 2012</b> 2004 - 2012 2002 - 2004 2001
<b>OPPORTUNITY SPECIALISTS, Champaign, IL</b> Shipping Associate / Store Room Clerk	<b>1999 - 2000</b>
<b>OFFICE DEPOT, Champaign, IL</b> Copy and Print Center Manager Sales Associate	<b>1994 - 1998</b> 1996 - 1998 1994 - 1996
<b>CB COMICS PLUS, Champaign, IL</b> Owner/Manager	<b>1990 - 2001</b>
<b>WILL-TV-AM-FM, University of Illinois, Urbana, IL</b> Membership Associate	<b>1988 - 1991</b>
<b>BOOK NOOK, Champaign, IL</b> Assistant Manager, Inventory Purchaser	<b>1977 - 1988</b>

**EDUCATION**

- AS, Danville Area Community College (was Danville Junior College), Danville, IL

**TECHNICAL SKILLS**

- Operating Systems
- Search Engines
- Word / Image Processing
- Applications
- Windows (up to 7), MS-DOS
- Internet Explorer, Mozilla / Firefox 10, Yahoo, Google, Bing
- Microsoft Word, Microsoft Publisher
- Microsoft Excel, JD Edwards, ECIS, PowerPlant