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Summary

I am a technical communicator dedicated to translating complex information into clear, user-focused content. I have experience assisting with the development of a Point-of-Sale (POS) system guide; and designing an e-learning course with promotional materials to introduce users to the fundamentals of technical communication. I have strong skills in technical writing, document design, and the Microsoft Office Suite, along with practical experience diagnosing and resolving PC hardware and software issues. With a background in both communication and design, I aim to enhance user understanding and improve the overall user experience.

Education

Kennesaw State University – Kennesaw, GA

Graduated Spring 2025

- BS in Technical Communication
- Minor in Interactive Design

Skills

- | | |
|----------------------------------------|----------------------------------------------------|
| • Communication | • Management |
| • Documentation | • Microsoft Office Suite (Word, Excel, PowerPoint) |
| • Content Management Systems (CMS) | • Collaboration |
| • Standard Operating Procedures (SOPs) | • User Experience (UI/UX) |
| • Proofreading | • HTML/JavaScript/CSS |
| • Training Manuals | • Interactive Design |
| • Information Systems | • Instructional Design |
| | • Information Technology |

Experience

Geek Squad – Canton, GA

September 2021 to Present

Consultation Agent and Advanced Repair Agent

- Provided technical support for hardware and software issues, ensuring clear explanations for non-technical users.

- Diagnosed and documented potential hardware or software issues for repair on client devices.
- Repaired/replaced faulty hardware on client laptops, desktops, and apple phones.
- Repaired Windows operating system issues/errors for both Windows 10 and 11.
- Provided excellent customer service and built strong relations with clients while solving technological issues.

Stars and Strikes Family Entertainment Centers – Woodstock, GA

June 2018 to October 2020

Bowling Concourse Manager

- Managed and organized hourly team members.
- Developed training manuals and standard operating procedures for new team members.
- Responsible for weekly reports that summarized building narrative.
- Trained new managers across multiple locations, providing clear instructional documentation and guidance.
- Played a key role in standardizing Point of Sale (POS) product and package layouts across all company centers.

Stars and Strikes Family Entertainment Centers – Woodstock, GA

June 2017 to June 2018

Concierge Attendant

- Provided expert-level knowledge on Point of Sale (POS) systems and trained team members on system functionality.
- Focused on delivering excellent customer service through clear and effective communication.

Projects

Intro to Technical Communication – Kennesaw State University

Jan 2025 – Apr 2025

- Developed a multi-format campaign to promote the technical communication field and major.
- Created promotional white papers, teaching guides, a prototype landing page, and an interactive e-learning course.
- Applied instructional design and UX principles to ensure accessible, engaging learning experiences.