

WORK EXPERIENCE

JenJuneau.com

April '13 – Present

Freelance Writer and Editor

- Contribute original editorial content to multiple publications, including but not limited to HelloGiggles, xoJane, Femsplain, The Mary Sue, Orlando Weekly, and Hollywood Junket
- Write and edit a variety of other content for multiple clients, including but not limited to novels, children's stories, and instructional documentation

empower

SOFTWARE SOLUTIONS

Sept. '14 – Jan '16
Orlando, Fla.

Technical Writer

- write and edit technical materials, including but not limited to:
 - software help topics
 - quarterly, hot-fix, and service-pack release notes
 - one-off quick instructional sheets

QUOTE Werks

Technical Writer

Oct. '13 – Aug. '14
Orlando, Fla.

- wrote and edited technical materials, including but not limited to:
 - software user manuals/help topics
 - training-video scripts
 - web content
 - press releases

drugwatch

Content Writer

June '13 – Sept. '13
Orlando, Fla.

- Wrote and edited news articles and static pages for Drugwatch.com to educate individuals negatively affected by drugs and medical devices
- Posted guest blogs to partner sites about related topics
- Followed trends in the medical industry to keep abreast of new developments related to drug and device complications

PowerDMS

Technical and Marketing Writer

March '09 – April '13
Orlando, Fla.

- wrote and edited technical materials, including but not limited to:
 - software release notes
 - software user manuals/help topics
 - training-video scripts
 - help/quick sheets
- wrote and edited marketing materials, including but not limited to:
 - website content
 - press releases
 - blogs
 - customer mailers and giveaways
- answered technical-support-call overflow
- participated in the company's charitable committee and planned/took part in philanthropic events

- **wrote and edited numerous job-class-training materials for Publix stores and support, including but not limited to:**
 - reference & procedures guides
 - computer-based and hard-copy hands-on JCT modules
 - users' guides across multiple departments
 - document-production requests for legal issues
- **collaborated with subject-matter experts across different departments**

EDUCATION



UNIVERSITY OF CENTRAL FLORIDA

Bachelor of Arts, English/technical communication
Minor in magazine journalism

*May, 2007
Orlando, Fla.*

AWARDS & ACTIVITIES

Florida Academic Scholars' Award (scholarship)	<i>Aug. '03 – May '07</i>
UCF High Achievement Award (scholarship)	<i>Aug. '03 – May '07</i>
UCF Journalism Editing Competition <ul style="list-style-type: none">• First Place (out of 50)	<i>Feb. '07</i>
UCF Scholars Award (scholarship)	<i>Aug. '06 – May '07</i>
Future Technical Communicators Vice President	<i>Aug. '06 – May '07</i>
Melissa Pellegrin Technical Writing Scholarship	<i>Apr. '05</i>
Future Technical Communicators Secretary	<i>Aug. '05 – May '06</i>

SKILLS

Microsoft Word, Publisher, Excel, PowerPoint, Visio, and SharePoint
Adobe Photoshop, Illustrator, Acrobat, and InDesign
Madcap Flare and Capture
Macromedia Captivate
Moderate-level HTML
Novice- to moderate-level Spanish language
Associated Press (AP) Style
Chicago Manual of Style

References and sample work available upon request.