

Cass Jennings

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Put name,
address,
phone, &
email above
the line

OBJECTIVE

Professional position in the Technical Communication field that focuses on usability research

Write a clear objective; it doesn't have to be a full sentence.

*Skill
Summary*

Real-world experience utilizing written and verbal communication skills;
Solution oriented – Ability to apply best practice principles so that quality of project is never compromised

EDUCATION

Mercer University, Macon, GA.....Expected May 2005

Bachelor of Science Minor
Technical Communication Business Administration

Always list date of expected graduation and GPA if it's good (above 2.5)

Wales University, England.....Sep. – Dec. 2003

- Increased cultural awareness because of exposure to numerous cultures
- Highlighted new work techniques that can be applied to future projects

Projects

Usability Project, USABILITY SPECIALIST.....Oct. – Dec 2004

- Immersed myself in subject matter of usability, thus, acting as a subject matter expert
- Successfully researched and collaborated with team members to design a test plan
- Analyzed target audience and worked with local Air Force Base to gather test participants
- Directed two days of usability testing; ensured correct data was gathered
- Delivered an exceptionally thorough usability report to the Army Research Lab

List all jobs in reverse chronological order (present to last)

Technical Editing Project, EDITOR.....June -- Aug 2003

- Developed an editing plan for five-page professional manuscript
- Clearly communicated editing goals to author to ensure correct focus of project
- Thoroughly edited the manuscript for stylistic, grammatical, mechanical, and consistency errors
- Debriefed the author after final changes were made; Author expressed appreciation for all of my work on his manuscript

List employer, job title, and a list of bulleted duties

Portal Design, PROJECT LEAD.....Jan. – May 2002

- Conceptualized the design of a career portal for technical communication majors
- Researched various heuristics suggesting different methods for web organization and navigation
- Collaborated with team members to design an effective web layout and navigation scheme

Computer Skills

Microsoft • Word • Excel • Access • Outlook • PowerPoint • Visual Basic
 • Visio

Adobe • PageMaker • Acrobat • Illustrator • Photoshop

Macromedia • Dreamweaver • Flash

Only list these if you have more application experience than the common man

LEADERSHIP

Alpha Delta Pi Sorority, RECRUITMENT INFORMATION MANAGER

- Organized data pertinent to recruitment of new members
- Held workshops to increase understanding of crucial recruitment information

Society for Technical Communication (STC)

- Active member within local chapter
- Attended 2003 International STC conference
- Panel speaker at 2004 International Conference to be held in May

Only include a category like this if you don't have a lot of work experience; most employers aren't too concerned about fraternities/sororities, etc

WORK EXPERIENCE

Texas Roadhouse, HOSTESS, Macon GA.....Jan. 2004 - Present

- Greeted customers to promote company goal of pleasing the customer
- Showed initiative my completing duties not specific to my job title so the restaurant runs more smoothly, and customer satisfaction is increased

Ideally the resume should end with your skills and honors, not work experience; this is also where leadership accomplishments can go