Marissa Bailey

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# Professional Summary

Versatile technical writer excelling at informational and educational writing. Skilled at user research, conducting user interviews, and instructional design. Eager to apply writing and instructional design skills as well as hone graphic design skills through complex and challenging projects in industry.

# Education

**Kennesaw State University**, Kennesaw, GA

BS in Technical Communication

BA in English w/ Minor in Professional Writing

**Graduated:** May 2023

**Cumulative GPA:** 3.95

# Skills and Tools

Four years of experience using Microsoft and Adobe products including

* Word, Excel, and PDF Editor
* InDesign, Illustrator, and Photoshop

# Employment Experience

**Rome Floyd County Commission on Children and Youth**, Rome, GA

August 2022 – Dec 2022 (Part-time)

**Intern—**

* Designed and wrote an informational booklet on teen substance abuse
* Designed alternative logos for logo redesign initiative
* Created one-pagers and brochure for raising awareness initiative
* Collaborated with organization members to implement feedback on document content and design

**Common Good Atlanta**, Atlanta, GA

Jun 2021 – Dec 2021 (Part-time)

**Intern—**

* Conducted research on prison education and reform
* Interviewed organization members on their needs for advocacy and training documents
* Wrote training instructions, a research questionnaire, and an email template for outreach
* Wrote and designed the first draft of a faculty handbook
* Wrote and designed flyers and one-pagers to advertise the organization and its services
* Collaborated with organization members to implement feedback on document content and design

**Old Biscayne Designs**, Americus, GA

Oct 2015 – Mar 2021 (Full-time)

**Customer Service Staff Member—**

* Wrote assembly instructions
* Created a instructional documents for customer payment options and custom quotes

**Quoting Staff Member—**

* Conducted detailed interviews with customers to determine their needs, wants, and limitations for custom furniture designs
* Designed a new custom quote template for quoting staff to use
* Wrote detailed custom order quotes that accurately described novel furniture designs
* Adapted technical quoting and production documents for multiple audiences with different needs

**Order Entry Specialist—**

* Wrote different types of detailed order reports for different audiences
* Translated complex multipage order reports into clear, concise one-page reports to be used by production staff

**Training Supervisor—**

* Trained and supervised new team members for customer service, quoting, and order entry

# References

Available upon request.