BRITTANY D. GERVIN

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EDUCATION

- Bachelors of Art (BA) in English (Technical Communication track)
  University of Central Florida (2015)
    o Information Technology (IT) minor
    o Stuart Omans Excellence Award in Technical Communication

- Associates in Arts (AA) in General Studies
  Valencia College (2011)
    o Honors degree certificate
    o 5-time President's and Dean's List honoree

RELEVANT CLASSWORK

- Developed 100-page PDF user manual on Overdrive library e-book service in 1 month
- Raised grade 1 letter with elective 15-min. "Dual Boots & Virtual Machines" presentation
- Monitored deadlines, assigned tasks, and set up documents for A-rated, 3-person group project
- Highlighted 3 times in 1 class for concise yet thoughtful discussion posts
- Edited and compiled final version of style guide chapter written by my half of 5-person group

PROFESSIONAL EXPERIENCE

- Volunteer Website Beta Tester
  Orange County Library System (May 2014-Present)
    o Complete tree exercises, card sorts, and surveys for proposed website organization
    o Perform usability tests on wireframe diagrams and new services

- Club Secretary
  Future Technical Communicators (FTC) [Sept. 2014-Sept. 2015]
    o Shared former vice president's duties with treasurer for 2015 FTC/STC joint meeting
    o Prepared minutes and customized attendance sheets for monthly meetings

- Winter "Externship"
  AGS Expo Services (Dec. 17-19 2014)
    o Proofread 3, 100 page-convention booklets
    o Confirmed delivery of 20-25 registration emails, logged calls into database

RELEVANT RECENT COURSES

- WordPress Essential Training
- SEO Fundamentals
- Technical Writing: Quick Start Guides
- Technical Writing: Reports