Kaitlyn Grooms

121 Carlton Court   Lexington, SC 29073
Cell: (803) 360-9104   Home: (803) 955-7695
Email: AmandaKGrooms@gmail.com

Education

Bachelor of Arts in English Professional Writing with a minor in Computer Science
Francis Marion University   Florence, SC   Expected Graduation: May 2012

Writing Skills

Technical Communication: Product Manual
Francis Marion University   Spring 2011

- Collaborated with three group members to create a cohesive manual for a new product
- Managed individual duties as well as group tasks under time constraints
- Helped edit, revise, and suggest improvements for another group's manual
- Arranged extra meetings outside of class and online to ensure work was completed on time.

Literary Magazine: Snow Island Review
Francis Marion University   Fall 2010 – Spring 2012

- Participated with a group of 10 to 15 people to vote on submissions from students
- Discussed which aspects of submissions were best for inclusion in the review
- Expressed honest opinion to the group without offending the submissions' authors
- Submitted multiple entries that were accepted for publication in three editions.

Computer Science Skills

System and Software Design and Development: Animal Shelter Project
Francis Marion University   Fall 2009 – Spring 2010

- Worked with one partner to produce a functional database system and accompanying website for a fictional animal shelter
- Created "use case" diagrams, domain dictionaries, and domain scopes
- Interviewed a professor as the manager of the shelter to experience real-life situations
- Achieved animal shelter goals of reducing overcrowding through the implementation of an automated database.

Visual Technology   Baptist Collegiate Ministries
Spring 2011 – Spring 2012

- Directed the video announcements and slideshows for worship services on a weekly basis
- Ensured that an audience of 100 to 130 students could see projected display clearly
- Practiced run-throughs with the Praise Band every week to confirm correct lyrics and timing of slideshows.

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Work History

Intern   *ACS Technologies*   August 2011 – Present

- Learned and implemented unfamiliar technology quickly
- Published product information using an Internet-based documentation system
- Communicated with a product programmer and tester to document changes
- Improved my understanding of when to incorporate graphics
- Revised existing documentation to reflect software revisions and for content reusability
- Interacted with various ranks of employees and became familiar with office etiquette
- Enhanced my abilities to write "help" documentation geared toward an online audience
- Reviewed a colleague's user guide and suggested improvements
- Wrote an article for the ACS eNewsletter that is sent out to 34,000 clients and employees.

English Tutor   *Francis Marion University*   August 2011 – Present

- Assisted students during all stages of writing: planning, composing, and revising drafts
- Organized, monitored, and updated student information folders
- Discussed lesson plans with professors to identify the most effective elements for student growth and development
- Provided professors with written comments on students' work and progress throughout the course.

Cashier   *Pizza Hut*   March 2007 – August 2011

- Interacted with customers inside the store and over the phone
- Built lasting relationships with frequent customers
- Contributed to ideas about improving the appearance and procedures of the store.

Office Clerk   *US Census Bureau*   January 2010 – May 2010

- Performed maintenance tasks related to office automation equipment
- Contacted community-based organizations via phone and fax to obtain training sites for prospective Census employees
- Keyed data and updated Census files on a specialized software program
- Participated in conference calls with multiple Census offices across the United States
- Adapted to frequent changes in job assignments
- Prepared enumeration materials by checking address registers for duplicate or missing addresses, organizing crew leader assignment control records, and inspecting training materials.