

Caroline Chaky - Technical Writer and Communication Specialist

Contacts and Websites	Professional Experience
Cellphone 660 - 441 - 3978 Email carolinechaky@gmail.com LinkedIn www.linkedin.com/in/carolinechaky Portfolio https://carolinechaky.wixsite.com/eportfolio/work	PMO Analyst Intern – Ascend Learning, Leawood KS <i>May 2022 – Present</i> • Assist Business Analyst Manager with administration such as entering resources into Tempus and enabling permissions for employees on platforms to provide accurate resource onboarding • Assist Analytics Portfolio Manager and team in opportunity reviews during rolling capital planning by supporting meetings and ensuring initiative estimates align with the LBC/project scope • Capture analytic LOEs from development leads and update capacity model to accurately log estimate placements • Collaborate across multiple teams to assure the company is in alignment with budget feasibility; update analytics data as needed • Update or archive outdated documents to ensure team members have the most current information available • Develop process documentation in a hands-off environment to provide instructions on how to perform tasks for increased written knowledge among team members • Build and design Confluence Wiki Space with around 50 hanging pages for the PMO team with full creativity range to incorporate accessibility and visual organization to process information • Organize digital file placements across two platforms for increased functionality and accessibility of documentation
Education	
B.S. in Communication Studies Minor in Technical Writing University of Central Missouri December 2022 3.08 GPA	
Technical Skills and Experience	Professional Writing Intern – UCM and Main Street, Warrensburg, MO <i>January 2022 – May 2022</i> • Created project scope proposal with team to set expectations • Researched and collected historical information to accurately present facts • Engaged consistently with clients to ensure project aligns with their needs • Reviewed feedback from consumers and adapted material as necessary to achieve client satisfaction • Collaborated with other technical writing interns to match writing styles and perform critiques • Considered usability of the created prototypes to determine predicted audience engagement • Wrote recommendation reports as a group to communicate our suggestions to client
• Adobe Photoshop • Microsoft Office • Microsoft Teams • Microsoft SharePoint • Google Drive • Adobe Illustrator • Beginner Level HTML/CSS • Confluence • Smartsheet • Compass • Tempus • Canva	
Relevant Courses	Manager – Sonic Drive-In, Warrensburg, MO <i>July 2019 – May 2022</i> • Trained and oversaw employees while ensuring correct and timely order production • Entered and managed financial and employee data with the goal of increasing store efficiency • Solved arising problems from both customers and employees to ensure order satisfaction • Assisted in daily operation of the facility including opening, closing, and filling any positions as needed to achieve a successful shift.
• Advanced Technical Writing • Technical Writing Capstone • Composition I, II • Media Literacy • Writing Across the Media • Mass Communication • Communication in Small Groups	