

Jasmine Ross

Technical Writing and Multimedia Professional

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PROFILE

I am looking for a technical writing or multimedia-related position that will best utilize my drive, dedication, and efficiency. I am disciplined, I perform tasks with acute precision, and I am a tireless perfectionist who will not settle for adequacy. I currently work as a Multimedia QA Editor for Google Operations Center, a subsidiary company of Alphabet.

EXPERIENCE

Multimedia QA Editor – *November 2021 - Present*

Google Operations Center / Southaven, MS

Currently serving as a quality assurance lead for multimedia found in Google's help centers. Responsibilities include:

- Scoping, allocating, and triaging tickets filed through internal issue tracking system
- Checking the quality of multimedia graphics and videos
- Scoring writers and graphic designers on their ticket performance and response quality
- Documenting and analyzing trends in graphic and video requests
- Designing and publishing graphics, and writing briefs and video scripts as needed

Technical Writer – *July 2021 - November 2021*

Google Operations Center / Southaven, MS

Performed as a skilled technical writer for Google's help centers. Responsibilities included:

- Creating and maintaining user- and system-related documentation, such as knowledge base articles, user manuals, reference and online help, tech tips, and release notes
- Drafting and publishing help center articles through an internal CMS
- Handling tickets filed through an internal issue tracking system
- Documenting internal tickets and analyzing issue trends

Business Operations Manager – *August 2019 - June 2020*

Artesian Schools / Memphis, TN

Served as a lead administrator of Southwest Early College High School. Had direct oversight of finances, management information systems, human resources, and facilities management. Responsibilities included:

- Creating and delivering a shared strategic vision
- Building capacity across the workforce
- Improving organizational structures and functions
- Building and sustaining effective relationships and communications strategies
- Working with the community and other services to improve the outcomes and well-being of students

AmeriCorps VISTA (Student Support) – *August 2018 - August 2019*

Artesian Schools / Memphis, TN

Performed as a capacity-building team member at Southwest Early College High School. Wrote the winning application for a \$10,000 grant, which assisted the school in developing a college and career program for high school students. Responsibilities included:

- Creating technical documents, training guides, and manuals for staff members
 - Applying for high-level grants and writing grant narratives to increase the organization's funding
 - Developing strategic support systems for students to improve their educational engagement
 - Recruiting new AmeriCorps members through various outreach efforts
 - Networking with nonprofits to sustain strong community relationships
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EDUCATION

Master of Arts in English (Professional Writing) – *November 2020*

University of Memphis

Bachelor of Arts in Interdisciplinary Studies – December 2018

University of Arkansas

- Minors in Communication, Journalism, and Social Work
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SKILLS

Technical Skills

- Technical writing
 - Copyediting
 - Proofreading
 - Graphic design
 - Photomanipulation
 - HTML and CSS programming
 - MS Office Suite
 - Google Workspace
 - Adobe Creative Suite
 - Social media marketing
 - Content management systems
 - AP, APA, Chicago, and MLA styles
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HONORS

Star Award

- Awarded on November 2021 for excellent documentation at Google Operations Center

Cooper Honors Program

- Accepted into the Cooper Honors Program at the University of Arkansas
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REFERENCES

[Provided upon request]