

MELISSA BARON

EXPERIENCE

JPMORGAN CHASE | CHICAGO, IL

Technical Writer | August 2018 – Present

- Creates and maintains 37 standard operating procedure (SOP) and 100+ job aid documentation to provide concise, user-friendly process documents that are audit-compliant
- Restructured/rewrote all 37 SOPs and redesigned 65 job aids for clarity, readability, and error reduction, receiving an award for protecting the client's interests upon project completion
- Conducts annual SOP review meetings to solicit and consolidate national site feedback; researched and resolved 900+ requests for 2020
- Manages writing team; performs quarterly check-ins, delegates writing tasks, and expands direct report's responsibilities for career growth and opportunities
- Scripts and creates training/supplementary educational videos using Camtasia and VideoScribe for new platform rollouts, process training, workflow overviews
- Established a Confluence knowledge base for new data entry program utilizing machine learning to assist with data entry keyer training
- Supports division's executive director and training team with technical and copywriting; creates newsletters, redesigns decks, and creatively wordsmiths

BRELLA PRODUCTIONS | EVANSTON, IL

Copywriter and Proofreader | October 2015 – August 2018

- Co-created in-house brand style and voice guidelines for internal marketing
- Wrote and proofread 42 video scripts for National Geographic Learning; wrote and proofread pharmaceutical and healthcare marketing material
- Managing editor of monthly internal company newsletter
- Wrote, edited, and proofread blog articles, website content, white papers, training modules, storyboards, and scripts
- Assisted developers with quality assurance app and website testing
- Contributed to project strategy development, performed competitor research analysis, and created onboarding and process documentation

RECONSTRUCTED: GSU'S VISUAL ARTS & LITERARY JOURNAL | UNIVERSITY PARK, IL

Editor-in-Chief | January 2015 – May 2015

- Produced spring 2015 print issue of journal using Adobe InDesign
- Led submission selection and recruited new members
- Managed blog and assisted with its creation

MAINSOURCE BANK | KANKAKEE, IL

Sales Associate | January 2007 – July 2015

- Opened checking and savings accounts, cross-sold products
- Managed vault operations and mentored new employees

mel.baron85@gmail.com
melissabaron.net
815-370-2793
Chicago, IL

SUMMARY

I am an accomplished technical writer, copywriter, and proofreader with experience in the healthcare, pharmaceutical, academic, financial, and publishing industries. I specialize in clear and concise writing, style guide adherence, branding, and end user engagement. I am comfortable working independently or in a team setting, and I am adaptive to challenges and time-sensitive tasks.

SKILLS

- Microsoft Suite
- Adobe Acrobat and Photoshop
- MailChimp
- HubSpot
- Wordpress
- Camtasia
- Confluence
- SharePoint
- JIRA

EDUCATION

University of Denver | 2015

Graduate Certification in
Publishing and Editing

Governors State University | 2015

B.A. in English