

Stephanie Allen
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Experience

Wealth of Geeks

August 2022 – Present

Contributing Freelance Writer

- Create custom content for site
- Review content for consistency and accuracy
- Deliver content within established deadlines

Baltimore County Public Schools

September 2022 – March 2023

ELA Teacher

- Developed lesson plans aligned to standards
- Created, administered, and analyzed assessments
- Collaborated with interdisciplinary teams

Wyzant

October 2019 – Present

Freelance Tutor

- Review curricula topics and assigned projects
- Assist learners with papers, research, and test preparation
- Teach skills and strategies to improve academic performance

Freelance Technical Writer/UX Researcher

March 2019

The Institutes

- Researched textbook and text materials for accuracy
- Reviewed, edited, and updated existing textbook and tests
- Developed textbook materials using HTML code

Freelance Technical Writer/UX Writer

November 2017 – February 2018

Prudential

- Researched and documented user processes and procedures
- Designed and developed user process and procedure documentation
- Created and maintained knowledge management system database

Freelance Technical Writer

January 2017 – July 2017

Commonwealth of Pennsylvania

- Designed and developed technical and non-technical document templates
- Created and monitored help desk KPIs to measure efficacy
- Maintained content management system database

Freelance Technical Writer

July 2016 – October 2016

Vanguard

- Researched technical applications and processes for validation tasks
- Assisted with the execution and documentation of validation plan test scripts
- Obtained and organized evidence utilized in validation test scripts

Freelance Technical Writer

March 2015 – July 2016

Phelan Hallinan Diamond & Jones

- Evaluated existing content and identified document improvements
- Wrote clear, concise work procedures and knowledge management documents
- Conferred with subject matter experts to collect and organize information

Education

West Chester University

2010 - 2012

MA English

Kutztown University

2007 - 2009

BA English

Skills

- Content Development
- UX Research
- Adobe InDesign
- Adobe Illustrator
- Adobe XD
- Adobe Photoshop
- Adobe FrameMaker
- Microsoft SharePoint
- Microsoft Visio
- Usability Testing
- ServiceNow