**George P. Burdell**

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| **Objective** | To plan, create, and manage technical writing needs within a team at an enterprise IT firm. |
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| **Education** | B. S. in Professional and Technical Writing, New York City College of Technology (CUNY), May 2019. Major GPA: 4.0, Overall GPA: 3.5. |
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| **Specialized Courses** | • Specialized Communications for Technology Students• Introduction to Language and Technology• Writing with New Media• Digital Storytelling | • Professional Editing and Revising• Information Architecture• Research and Documentation in the Information Age• Planning and Testing User Documents |
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| **Project for Real Client** | Led a team of four technical communication undergraduates to edit a technical report for the non-profit Computer Recycling Initiative, test it with in-person and online audiences, and revise it for publication. |
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| **Work History** | Technical Support, Mindspring Internet, Atlanta, Georgia, 2018-1019.• Resolved Internet and computer-related problems for customers over the phone, email, and TTY.• Created web-based virtual applications to help support staff work with customers with unfamiliar systems and programs.Sales Representative, Game Keeper, Duluth, Georgia, 2017-2018.• Assisted customers and organized stock.• Led weekly play experiences for prospective customers. |
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| **Special Qualifications and Honors** | Vice President, Science Fiction Research Association, 2016-2017.• Led new member recruitment initiative.• Collaborated on transition of member sign-up from paper to online.Eagle Scout, Boy Scouts of America, June 2014.• Designed picnic area for local church, acquired donations of materials, and managed construction to a deadline. |
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| **References** | Jason Ellis, Professor, English Department, NYCCT, 300 Jay St., Brooklyn, NY 11201, 404-555-1234, jellis@citytech.cuny.edu.John Yossarian, Team Leader, Mindspring Internet, 123 Peachtree St., Atlanta, GA 30303, 404-555-3456, john.yossarian@mindspring-internet.com.Hermione Granger, Pastor, United Methodist Church, 123 Main St., Alpharetta, GA 30004, (770) 555-6789, wingardium.leviosa@churchemail.org.  |