

## **CRYSTAL R. PERSON-TILLMAN**

Cell: 309.339.2931 E-mail: cperson@ilstu.edu  
Portfolio website: <http://crystalpersontillman.wordpress.com/>

### **SUMMARY**

I am an analytical, organized, and responsible editorial and writing professional. I have strong grammar and reading skills. I am thorough and attentive to detail as well as experienced in time management and known for excellent people skills. I am a creative, accountable, and compatible person.

### **EDUCATION**

**M.S. Degree, ILLINOIS STATE UNIVERSITY, Normal, IL**  
**English – Professional Writing, Composition and Rhetoric**

**December 2010**  
Currently Attending  
(GPA 3.8/4.0)

Special Projects:

- Comprehensively edited various technical writing documents, including manuals, reports, memos, and instructions, for grammar, style, and organization. (Grade: A average).
- Comprehensively edited 25 pages of a Master's thesis for content, grammar, structure, style, and visual design for a satisfied client (Grade: A).
- Researched Professional/Technical Editing for a paper on ethical and effective editing, which analyzed the roles of the editor in creating ethical and effective technical materials (Grade: A).
- Researched Professional/Technical Writing for a project and two reports on the subjects of ethics, the power of technical communication on society, and risk communication (Grade: A average).

Honor:

- Invited to and joined Sigma Tau Delta, an International English Honor Society for excellence and achievement in English studies.

**B.S. Degree, ILLINOIS STATE UNIVERSITY, Normal, IL**  
**English – Publishing and Nonprofit Literary Arts**

**December 2007**  
(GPA 3.7/4.0)

Special Projects:

- Used rhetorical analysis of audience, visual aesthetics, and usability testing to create multi-media.
- Edited a 70-page script for content, grammar, structure, and audience for a satisfied client.

Achievement:

- Graduated Cum Laude.

### **PROFESSIONAL EXPERIENCE**

**UNIVERSITY COMPUTER HELP DESK, Normal, IL**

**2010**

Computer and other technology help desk for Illinois State

#### **Lead Writer – (part time)**

Researched and wrote articles. Wrote instructions and other technical documents for the Help Desk knowledge base website. Created quick reference guide.

- Successfully wrote four articles each month that were published in Tech News, an online monthly newsletter about technology issues and topics at Illinois State.
- Wrote effective instructions and for the knowledge base section of the Help Desk website, which included instructions and articles on various technology questions and issues.
- Created a usable and effective user quick reference guide for the VoiP phone, which was distributed and used by staff across campus.

**UNIVERSITY MARKETING AND COMMUNICATIONS, Normal, IL**

**2009**

Marketing and communication agency for Illinois State

**Intern Editor and Writer – (part time)**

Researched and wrote articles. Copy-edited marketing and communication materials.

- Wrote articles that were published in the Illinois State Alumni Magazine and other publications, which are distributed to alumni, students, and faculty of Illinois State and University High School.
- Researched and wrote a feature for the spring 2010 issue of the Illinois State Alumni Magazine.
- Helped create readable and usable publications on a daily basis through copy-editing for consistency, correctness, and style.

**EUREKA LITERARY MAGAZINE, Eureka, IL**

**2007**

Creative writing journal

**Intern Editor – (part time)**

Read, accepted, and rejected submissions. Entered data into Excel, copy-edited.

- Obtained 30% more reviews of stories per issue by developing a system for organizing current submissions.
- Created an intellectually stimulating and original journal by identifying and selecting content that showed strong creativity, language complexity, use of literary conventions, and depth of story line.

**TIMES-NEWSPAPERS, East Peoria, IL**

**2006**

Peoria-area newspaper publisher

**Intern Editor – (part time)**

Researched and wrote articles. Copy-edited and formatted in Quark.

- Consistently had articles selected for publishing with byline in the East-Peoria Times-Courier, providing readers with well-written, accurate interviews and information.

**COMPUTER SOFTWARE COMPETENCIES**

Microsoft Word, Publisher, Power Point, Adobe Indesign, Illustrator, Photoshop, Quark, Dreamweaver