

CRYSTAL R. PERSON-TILLMAN

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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
(GPA 3.8/4.0)

Special Projects:

- 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).
- 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).
- 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).

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 documents for the knowledge base section of the Help Desk website, which included instructions and articles on various technology questions and issues.
- Helped create 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