

Erin Elizabeth Fay

erinelizabethfay@gmail.com | 978-514-1535 | Leominster, MA

PROFILE

Highly motivated, detail-oriented writer, editor, and teacher with proven experience in project management. Specializes in making copy clear and concise.

EXPERIENCE

Graduate Teaching Fellow, UMass Dartmouth, Dartmouth, MA — August 2017 - present

Taught Business Communication to classes of up to 25 students

- Adapted teaching to students' needs to meet learning objectives
- Created lesson plans for each class
- Tutored students during office hours
- Graded papers

Skills Trainer, Tyco SimplexGrinnell, Westminister, MA — July 2016 - August 2017

Performed monthly training sessions for my department as well as training for new hires

- Worked to ensure a positive learning climate by encouraging participation
- Adapted teaching to participants' educational needs to meet learning objectives
- Maintained course maps and updated as needed
- Conducted surveys of participants and followed up with leadership to discuss results

Technical Writer, Tyco SimplexGrinnell, Westminister, MA — June 2015 - August 2017

Worked on a collaborative team to plan, develop, and deploy operational documents and training curriculum for the Tyco SimplexGrinnell Finance department

- Gathered information from first line supervisors, service delivery managers, and executive leadership
- Conducted interviews with stakeholders and subject matter experts
- Documented policy, process, and procedure
- Wrote and managed several technical documents and SharePoint pages
- Updated documents as needed to align with business changes
- Helped write and manage internal communications
- Edited my own work and other team members' work as needed
- Assisted my supervisor in developing a style guide

EDUCATION

UMass Dartmouth, Dartmouth, MA — M.A. in Professional Writing (expected May 2019)

Fitchburg State University, Fitchburg, MA — B.A. in Professional Writing, May 2013

AWARDS/HONORS

Center for Italian Culture Scholarship, 2012

Graduated magna cum laude