

Rebecca Riddick Hayes

rrh6399@uncw.edu

Education

University of North Carolina Wilmington, Wilmington, NC *In Progress*
Master of Science in Instructional Technology
North Carolina State University, Raleigh, NC *8/2006 – 6/2007*
Completed one year of coursework toward Ph.D. in Communications,
Rhetoric and Digital Media (CRDM)
North Carolina State University, Raleigh, NC *8/1998*
Master of Arts in English with 12 hours of graduate work in Middle Grades
English Education
University of North Carolina, Chapel Hill, NC *12/1990*
Bachelor of Arts in Journalism, Public Relations sequence

Experience

Teaching Assistant
North Carolina State University, Raleigh, NC *08/2006 – 06/2007*

- Acted as teaching assistant for COM 250, "Communication and Technology," a large survey course for undergraduate Communications majors
- Completed two semesters of training for teaching "Academic Writing and Research" at NCSU which follows the "writing in the disciplines" philosophy

Senior Technical Writer
Nortel Networks, Durham, NC *5/2000 – 12/2002*

- Provided technical writing and software support to proposal management team
- Worked directly with proposal managers and sales representatives to produce sales proposals for telecommunications services
- Maintained templates in MS Word and edited sales proposals for conformity to editorial standards established for the proposal management team and Nortel Networks
- Created and maintained style guide for proposal team
- Supervised team of technical writers, sometimes as many as 4, the majority of whom were located offsite
- Full-time telecommuter from November 2000 until December 2002

Technical Writer (Contractor)

IBM, Research Triangle Park, NC

3/1999 - 12/1999

- Contractor through Headway Quality Outsourcing. Worked on unsolicited sales proposals for laptops and desktops
- Assisted in website testing and metrics for sales support team

Freelance Copyeditor

Self-employed, Cary, NC

8/1998 - 2/1999

- Copyedited and fact-checked manuscripts of healthcare-related continuing education materials for various clients, including assignments for Glaxo Wellcome and Bristol-Myers Squibb

Administrative Assistant

Oxford University Press, Cary, NC

6/1997 - 9/1998

- Served as Manuscript Editor for Journal of the National Cancer Institute Monograph 22
- Input and formatted information for over 100 journals in the Oxford Journals Catalog
- Prepared submitted manuscripts for publication in academic journals
- Ordered and proofed stationery for journal editorial offices and performed various clerical functions for the Director of US Journals

Word Processor

Rogers Word Service, Raleigh, NC

4/1996 - 5/1997

- Proofed book manuscripts
- Typed and edited documents in MS Word including doctoral dissertations, manuscripts, academic papers, and business proposals
- Wrote and edited resumes for clients
- Designed custom databases in MS Access

Central Office Secretary

YWCA of Wake County, Raleigh, NC

7/1994 - 5/1995

- Typed, filed, and wrote reports for 10 program directors and maintained membership databases

Administrative Assistant

Broughton, Wilkins, & Webb, PA, Raleigh, NC

11/1992 - 7/1994

- Designed and maintained databases for the North Carolina Board of Occupational Therapy
- Tracked and reported legislative action on issues relating to occupational therapy

Skills

<i>Skill</i>	<i>Skill Level</i>
Internet-based research	Expert
MS Word	Expert
Knowledge of Chicago, MLA, APA	Intermediate
Microsoft Excel	Intermediate
PageMaker	Intermediate
PhotoShop	Intermediate
Corel PaintShop Pro X4	Intermediate
DreamWeaver	Beginner
Adobe Captivate	Beginner
Articulate	Beginner
iBooks Author	Beginner

References

Provided upon request.