

# SUSAN JACKSON

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## SUMMARY

Effective writer and communicator with proven editorial skills and web proficiency; experience with features, profiles, short pieces, and promotional copy; versed in Chicago and AP style; creative and detail oriented.

## PROFESSIONAL EXPERIENCE

JULY 2008–  
AUGUST 2008

### **2008 Summer Olympic Games, Beijing, China** **Press Operations/Olympic News Service**

- Worked directly with and was in regular consultation with journalists from Reuters, Associated Press, Agence France-Presse, and other international agencies covering Olympic track cycling, mountain biking, and BMX events
- Interviewed athletes from multiple countries

JANUARY 2005–  
JUNE 2008

### **Houghton Mifflin Harcourt Publishing Company, Boston, Mass.**

#### **Senior Communications Associate**

- Editor of feature-driven, bimonthly employee e-newsletter with circulation of 5,000; managed overall schedule and publication process; wrote, copyedited, and proofread articles, and ensured technical delivery
- Provided writing, copyediting, and proofreading support for all department deliverables, including web content, company-wide initiatives, and press releases
- Generated and maintained content for two internal and two external websites using HTML and a content management tool

#### **Communications Associate**

- Managed corporate broadcast e-mail messaging and maintained related corporate policy and procedures; trained employees on system use
- Created basic signage and marketing collateral; worked with designers to bring print and web projects through production
- Oversaw mail databases and responded to customer inquiries; redesigned customer service webpages and reduced inquiries by 80%

SUMMER 2001

### **Cape Cod Life Publications, Hyannis, Mass.**

#### **Publishing/Marketing Internship**

- Edited and drafted web content
- Wrote copy for marketing materials

## EDUCATION

SPRING 2008

### **Emerson College, Boston, Mass.**

Master's of Arts, Publishing and Writing  
Coursework included Copyediting, Magazine Writing

SPRING 2003

### **University of Massachusetts, Amherst, Mass.**

Isenberg School of Management  
Bachelor's of Business Administration, Marketing, Cum Laude  
Minor: English

## COMPUTER EXPERIENCE

Microsoft Word, Microsoft Excel, Adobe InDesign, Adobe Illustrator, Adobe Photoshop, blogging, basic HTML, Documentum Web Publisher, Macromedia Homesite, Dreamweaver, Word Press, Windows and Macintosh platforms