

**Maddison Hamaker**

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**Education**

B.A., Professional Writing

York College of Pennsylvania, York, PA | anticipated graduation: May 2021

- GPA 3.6
- minor in Women and Gender studies
- participated in York College of Pennsylvania Multi-Disciplinary Showcase
- participated in Naylor Workshop for Undergraduate Research in Writing Studies

**In-Field Experience**

Technical Editor Intern, Voith Hydro

York, PA | January 2020 – present

- Write and edit Operation and Maintenance manuals
- Extensive work in Microsoft Word, Excel and Adobe Acrobat Pro DC
- Meet with engineers and project management for project manuals
- Assist engineers in writing and editing
- Keep local files and manuals up to date in the overall database
- Assist peers in keeping the creation and revision of manuals in an efficient manner with quality over quantity.

**Work Experience**

Team Member, Rutter's

York, PA | February 2017 - present

- Provide excellent customer service, operate cash register, and handle inventory throughout the store
- Assist manager with daily operations, smooth hand-off between shifts, new employee training, and difficult customer communication
- Assist other employees in a team-oriented approach

Customer Service, Musser's Market

Mountville, PA | November 2015 - December 2017

- Open and close front end department
- Communicate with corporate office about employees, customers, data, and corporate documents
- Train and introduce new employees to the store