

Rebecca E. M. Bowen - Communications Specialist

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Skills

- Clear and concise public, government, and B2B communication.
- Extensive IT, Department of Corrections, healthcare, financial, and scholarly writing and research experience.
- Proficient in MLA, AP, and APA style, as well as familiarity with SEO.
- Highly advanced and reliable critical thinking.
- Beginner knowledge of Python coding language- Stanford University Code In Place student - CS106A.
- Advanced grammar, writing, and editing.
- Technical and general content writing.
- Research, analysis, and reporting.

Professional Experience

Public Relations Assistant, Volunteer: Abbeville Memorial Library : Abbeville, AL : 01/2019-Current

- Creating copy for disbursement on several platforms: social media, public newspapers, and government agencies.
- Assist grant writing process for several successful grant requests.

Technical Quality Assurance Team Lead: Witan Publishing : Troy, AL : 05/2017 - Current

- Proofread and edit technical and scholarly work for electronic publication.
- Correct typographical, grammatical, and document fluidity and cohesion errors.

Supervisor, Senior Service Operator: CGI, Inc : Troy, AL : 08/2018-02/2020

- Using advanced communication skills to take technical knowledge and make it easily understood by entry level employees, with massive success: my efforts increased my team's revenue collected by 25% over six months and reduced errors to the lowest level on our project (96% average accuracy).
- I became a subject matter expert within two months of starting and was responsible for intra-corporate communication as well as representing our client for complaints (including Better Business Bureau complaints), project reports and updates, and analyzing, recognizing, and correcting problems as they arise.
- Consistently relied upon to explain technical project and IT knowledge in a manner easily understood by management, peers, and employees.

Consult Coordinator: Correct Care Solutions/Graceville Correctional Facility : Graceville, FL : 4/2014 - 05/2018

- Responsible for developing business contacts and liaison services between corporate offices, providers, and clients.
- Public relations duties including monitoring and reporting of DPH clinics and statistics, monitoring and editing/proofreading communications for outside and inter-corporate communications, and communicating with corporate staff, doctors, and consultants to assure continuity of care and strict adherence to the all Department of Corrections guidelines and policies.
- Responsible for communication with government agencies (Department of Public Health, Department of Corrections, etc.) and private entities.

Education

M.S. Strategic Communication, Troy University

Classes include Communication Law and Ethics, Inquiries and Research, Organizational Communication, and Public Relations and Crisis Communication, 2 classes remaining.

B.S. English, Troy University

Graphic design minor: awarded an Art and Design department scholarship for above average talent in visual communication.

Proficiencies

- Adobe Creative Suite with extensive training and experience, including Illustrator, Photoshop, and InDesign (up to date personal license)
- Advanced Microsoft Office and Google Docs experience including: Excel (including pivot tables), Outlook, and Word. Extremely high proficiency and daily use.
- Wordpress, Facebook, LinkedIn, Twitter, Instagram, Zoom, PyCharm, GitHub, and Slack training and usage.
- Excellence in presentation and public speaking roles.
- Professional and scholarly writing portfolio: StrategicManipulation.wordpress.com