

Cathryn A. Hennes

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Dear Mr. Herlevi,

I was referred to you through Professor Mary Murray at Cleveland State University. She told me of opportunities with your company for technical writers/content developers. I done research on your Web site regarding the openings currently available as Content Developer for Tooling University. I believe with my varied and vast experiences with adult education and technical writing, I am the perfect candidate for your opportunity.

I have a long history with Microsoft Office and have been using Word and Excel since 1989, before Microsoft Office was invented. Currently, I use Microsoft Office 2007 and am certified as a Microsoft Office Specialist in Word, Excel, PowerPoint and Access. I consider myself to be an advanced user and trainer of the Microsoft Office Suite. Then, with my educational experience in news writing, I have learned the skills needed to interview SMEs and process that information for documentation. This past fall, my Lab Newspaper class was devoted to not only interviewing individuals, but also reviewing the information obtained, writing the news stories, and publishing those news stories every two weeks in print and on the Internet. Also, I have been using a digital camera since 1997 and have created and processed photos/graphics not only for my past employment, but also during my current classes.

Prior to returning to school, I was employed at Ernst & Young/Intellinex for seven years and Cuyahoga Community College for two years. With both of these organizations, my experience was requested in writing "How-to" documentation and process instructions for clients, superiors and co-workers. While working for Ernst & Young/Intellinex, I worked with different adult education segments, teaching auditors, tax professionals, and consulting professionals. I was a subject matter expert within my department/company when new hires experienced difficulties with the new, specific technologies. I have had experience with internal style guides and have also used the Chicago Manual of Style, MLA, and AP Style Guide for employment and schooling.

Currently, I am completing my Bachelor of Arts Degree in English. Among the classes taken, the writing classes included a Lab Newspaper class, Media Writing, Technical Writing, Principles of Public Relations, and Creative Writing. My degree will be comprised of as many different writing styles available before I graduate. I currently hold a 3.38 GPA, with a possible 4.0 this semester from my classes. Examples of my writing from past employment and my current schooling can be found on my online portfolio: <http://eportfolio.cathyhennes.com>.

As my skills and education indicate, I have a great interest in writing and documentation. This opportunity would allow me to continue my writing in an educational background, assisting students with their tooling and manufacturing educational needs. I look forward to hearing from you and can be reached at (440) 377-6566. Thank you for your consideration.

Sincerely,

Cathryn Hennes