

Traci Douglas

Greater San Diego Area ■ (760) 428-8853 ■ Email: hiretracidouglas@gmail.com

Editor – Proofreader

■ *Mac Power User* ■ *Adept Written/Verbal Communicator* ■ *Critical Thinker*

KEY SKILLS

General Skills: Editing ■ Proofreading ■ Copywriting ■ Project Management ■ Typing 70 WPM
Graphic Design ■ Brand Development ■ Marketing ■ Customer Service
Executive Administrative Functions ■ Database Creation ■ Imagination

Computer Skills: MS Office: Word, Excel, PowerPoint ■ Quark ■ Photoshop ■ Acrobat ■ HTML ■ FTP

PROFESSIONAL EXPERIENCE

Freelance Work – Project Manager, Editor, Proofreader ■ 2009 – Present

- Book production project management
- Proofreading and copyediting textbooks
 - Copywriting for web sites
- Personal assistant to an orthopedic surgeon

Ramones Consulting

- **Project Manager** – Telecommuting from Bonsall, CA ■ 2008 – 2009
- Created relational database for legal documents and their respective multimedia
 - **Customer Service Manager** – Midland Park, NJ ■ 2000 – 2006
- Built customer service department including training employees, developing best practices and policies, liaison with billing processors; reduced customer complaints by 80%

Pearson, Inc. – Upper Saddle River, NJ ■ 2006 – 2008

- **Project Manager II** – Managed multiple textbooks from concept to completion in Engineering, Science & Math Division; took raw manuscripts through production to final publication
- **Media Specialist III** – Graphic design and assistance with software user interface development

PricewaterhouseCoopers LLC and SHR Perceptual Management – Executive Assistant

- Creation and publication of presentation materials, monthly performance reports; scheduling and coordinating international executive meetings with 20+ attendees
 - Assisted in brand management and new business development
 - Helped plan Innovative Thinking Conference with 500+ attendees

EDUCATION

Southern Polytechnic University – Study of Computer Science

North Texas State University – Study of Theater and Creative Writing

TEDx San Diego Participant 2009 ■ Member of The Institute of Noetic Sciences (IONS) ■

Volunteer for 1st Saturdays (Help the Homeless)

