

# HARMEET GREWAL

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## QUALIFICATIONS

- Experienced project manager, instructional designer, and technical writer
- Proficient with various educational technologies
- Exceptional verbal and written communication skills
- Excels in both independent and team work-environments
- Passionate about learning

Microsoft Office • Canvas • Blackboard • InDesign • Dreamweaver • Storyline •  
RoboHelp • Arbortext Editor • HTML • CSS • XML • SGML

## EDUCATION

University of British Columbia 2017-2019  
Master of Educational Technology

MacEwan University 2010 – 2014  
Bachelor of Applied Communications in Professional Writing (technical writing stream)

## WORK EXPERIENCE

Standard Aero – Technical Writer *Feb. 2015 – present*

- Converts Department of National Defence publications for aircrafts into S1000D and AG006 complaint PDFs and online manuals
- Works with a diverse team including engineers, technical specialists, technical data administrators, quality assurance specialists, illustrators, and translators
- Manages project tasks and ensures milestones are successfully met
- Trains team members on new software and project processes

Neovation – Instructional Designer and Project Manager *Aug. 2013 – June 2014*

- Converted PowerPoints, Word Documents, PDFs, and instructor led lessons into engaging online learning modules using the SmarterU LMS
- Developed highly interactive activities to stimulate and assess learning
- Researched and conducted SME interviews on topics such as supply chain management, workplace harassment, and workplace safety
- Coordinated weekly team and client meetings to manage tight deadlines

Crown Acura – Receptionist *Aug. 2011 – July 2012*  
● Answered customer questions, edited business letters, and wrote sales materials

Vector Marketing – Salesperson and Receptionist *May – July 2011*  
● Sold products to clients across Winnipeg and scheduled job applicant interviews

Convergys – Technical Support Representative *July 2007 – March 2010*  
● Educated and instructed customers on how to resolve their service issues

## VOLUNTEER EXPERIENCE

Freelance Editing *2007 – present*  
● Edits proposals, appeal letters, and assignments for university students  
● Edits resumes and cover letters and provides mock interview training  
● Edited an employee software manual for the Brigham and Women’s Hospital

Siloam Mission *2015 – 2016*  
● Cooked food, served meals, and helped create a safe space for the homeless

St. Amant *2010*  
● Supported physically and mentally disabled residents at group activities

## RECOGNITION & AWARDS

- Graduated from MacEwan University and the University of British Columbia with honours
- Member of Golden Key International Honour Society (top 15% of class)
- \$2400 in scholarships awarded for academic achievement

References available upon request