

# HEATHER L. JOVANELLI

A collaborative communicator and storyteller who is self-motivated, organized, and well-versed in process documentation, project management, and content creation.

## WORK EXPERIENCE

### **Course Coordinator | Language Specialist | Instructor**

Academy of Art University  
San Francisco, CA  
September 2012 – present

- Write, design, and implement online and onsite writing courses and educational materials with a team of media producers and editors
- Work closely with subject matter experts in a variety of departments to ensure student success and engagement
- Surpass expectations set by language departments and accreditation counsels
- Teach international and domestic students critical writing, research writing, narrative writing, and communication skills
- Consistently earn high marks on student, peer, and supervisor evaluations
- Create visual assets, written materials, and present in professional development meetings on topics such as AI literacy and educational software use

### **Creative Consultant | Designer | Writer**

Freelance  
Oakland, CA  
January 2021 – present

- Create custom visual assets and written materials for projects and organizations such as branding companies, architects, museums, beverage producers, and fine artists
- Write creative procedures for design software
- Proofread software release notes
- Advise on type, web design, copywriting, and graphic design

### **Internship Coordinator | Lecture Coordinator | English Instructor**

EF International Language Center  
Oakland and San Francisco, CA  
July 2008 – August 2012

- Activated marketing skills to place advanced students with prospective companies and organizations
- Communicated with and hosted public speakers while choreographing a weekly cultural lecture program
- Instructed English classes to an adult audience with varying degrees of language skills
- Trained adult students in business writing and communication

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## EDUCATION & CERTIFICATION

Mills College  
MFA in Creative Writing  
*Magna Cum Laude*

University of Maine  
BA in English and Studio Art  
*Magna Cum Laude*

Certificate in Technical Writing  
California State University, East Bay

## RELEVANT SKILLS

Communication  
Process Documentation  
Project Management  
Copywriting  
Editing and Proofreading  
Collaboration  
AI Literacy  
Creative Process  
Research and Development  
Visual and Written Storytelling  
Storyboarding  
Audience Engagement  
Verbal Identity

## TECHNICAL KNOWLEDGE

Adobe Creative Suite  
Microsoft Office Suite  
Google Workspace  
Video Conferencing Software  
Cloud-based Asset Sharing Tools