

# ANGELICA E. BEGA

Senior Technical Writer/Editor & Writing Instructor/Coach  
aebega@gmail.com | 804.385.5065 | angelicabega.com | [LinkedIn](#)

## EXPERIENCE HIGHLIGHTS:

**YEARS OF EXPERIENCE:** 25+ years of writing & editing experience

**TECHNICAL CERTIFICATIONS:** Certified Scrum Master (CSM)

**FEDERAL EXPERIENCE:** VA Contractor experience, state government experience working with federal grants and programs

**CLEARANCE:** Active T2 Public Trust Clearance

## PROFESSIONAL EXPERIENCE

06/2022 – SENIOR TECHNICAL WRITER/EDITOR | WRITER, TECHNICAL DOCUMENTATION

Present Booz Allen Hamilton (Remote)

End User Operations, Application Performance Monitoring Project - Department of Veterans Affairs

- Work with subject matter experts to complete documentation for monitoring tools and solutions
- Review processes, developing/recommending/implementing improvements and strategic solutions to improve quality and efficiency
- Facilitate development of cross-team documentation for training and streamlining of processes
- Developed draft of high-level planning documents including communications plan

National Clozapine Registry Project - Department of Veterans Affairs

- Worked with subject matter experts to complete user and product documentation for software releases

12/2020 – SENIOR TECHNICAL WRITER/EDITOR & PILLAR TEAM LEAD | WRITER, TECHNICAL DOCUMENTATION

05/2022 VetCentric/Gen 3 Technology (Remote)

Specialized Device Cybersecurity Project - Department of Veterans Affairs

- Lead a team of six technical writers as point-of-contact to ensure scheduling of document releases was maintained and communicated issues with contract and government leads
- Implemented/facilitated a weekly tech writer meeting to discuss best practices across divisions to share information and ensure consistency, which led to consolidation of the technical writing team
- Worked with subject matter experts to improve cybersecurity documentation including white papers, standard operating procedures, and other technical artifacts
- Reviewed processes, developing/recommending/implementing improvements and strategic solutions to improve quality and efficiency
- Collaborated on development of a tracking tool that led to a 45% increase in document review capacity.
- Developed documentation and tools to effectively onboard and train new team members

01/2018 – ADJUNCT INSTRUCTOR | WRITER, COURSE SYLLABI

05/2022 J. Sargeant Reynolds Community College (RCC) (Remote, Onsite, and Hybrid)

- Developed course syllabi and lesson plans for English and Communications courses including:
  - ENG 241 (American Literature Survey I) – 2 sections taught
  - ENG 112 (Introduction to Writing and Research II) – 3 sections taught
  - ENG 111 (Introduction to Writing and Research I) – 14 sections taught
  - ENG 111/EDE 11 (English Composition Readiness) – 2 sections taught
- Utilized various active learning methods and instructional strategies to develop course content and assist students in meeting learning objectives
- Provided students with direction on improving writing habits and study skills in their field
- Recorded student attendance and participation and returned timely feedback
- Engaged students in online and hybrid courses through increased experience with tools and methodologies garnered through various professional development opportunities including ACUE training
- Supported students through increased ability to achieve learning resiliency developed through completing Trauma-Informed Instructor Training (Levels I & II)
- Designed and taught a Quality Matters (QM) course (ENG 241) by implementing training on Universal Design for Learning (UDL), QM, and best practices in online instruction

06/2014 – DISTINGUISHED FACULTY ASSISTANT, L. DOUGLAS WILDER SCHOOL OF GOVERNMENT & PUBLIC AFFAIRS

12/2020 Virginia Commonwealth University (VCU) (Remote, Onsite)

- Provided editing, research, and advice on manuscript completion for a book project, *Son of Virginia*
- Drafted correspondence and taking points on behalf of the Distinguished Faculty
- Managed Distinguished Faculty member's blog, Twitter, Facebook, and other social media content
- Arranged scheduling including media appearances and meetings with elected officials
- Directed special event management, including production assistance on a video for an event honoring the Distinguished Faculty

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## TECHNICAL WRITING SUMMARY:

**WRITING, RESEARCH & PROJECT MANAGEMENT EXPERIENCE:** Demonstrated experience, meeting with authors and collaborators to review documents, compiling inputs/corrections, resolving incompatible comments, and providing final publishable documents. Extensive experience working with writers in diverse fields from accounting to environmental science and from engineering to law. Strong user of a variety of word processing, spreadsheet, graphics, and scheduling tools. Extensive experience managing teams, formally and informally.

## PROFESSIONAL EXPERIENCE

11/2017 – ASSISTANT TO THE CHAIR, DEPARTMENT OF SOCIOLOGY

06/2018 Virginia Commonwealth University (VCU) (Onsite)

- Comprised and recorded meeting minutes
- Provided detailed fiscal, human resources, facilities, travel, and front-line support for an energetic department of 15 faculty
- Monitored departmental and grant budgets and provided reports on progress
- Planned departmental events including guest lectures, graduation ceremonies, etc.

01/2013 – ADJUNCT INSTRUCTOR & RESOURCE CENTER TUTOR | WRITER, COURSE SYLLABI

08/2018 Bryant and Stratton College (BSC) (Onsite)

- Developed course syllabi and lesson plans for English and Communications courses including:
  - ENGL 099 (Developmental English) – 1 section taught
  - ENGL 101 (Introduction to Writing and Research I) – 7 sections taught
  - ENGL 250 (Introduction to Writing and Research II) – 3 sections taught
  - ENGL 305 (Advanced Writing and Research III) – 1 section taught
  - LITR 120 (Introduction to Literature) – 1 section taught
  - LITR 320 (Introduction to World Literature) – 1 section taught
  - COMM 201 (Public Speaking) – 1 section taught
- Utilized active learning methods and a variety of instructional strategies to assist students in meeting course objectives and focus students on business and professional writing skills
- Provided students with clear direction on improving writing habits and study skills
- Assessed learning and returned feedback to students in a timely manner
- Tracked student attendance for administration
- Managed Resource Center check-in/check-out and assisted students through tutoring
- Tracked and analyzed assessment data regarding Resource Center use and created reports for leadership

05/2012 – LABORATORY OFFICE MANAGER, LABORATORY SERVICES

11/2012 Health Diagnostic Laboratory (HDL) (Onsite)

- Created departmental documentation and correspondence as needed
- Recorded and archived meeting minutes
- Composed memos, emails, and other documents for updating internal procedures for lab managers .
- Coordinated scheduling of phlebotomy draws for development team (12-15 draws per hour)
- Followed Standard Operating Procedures and safety protocols for the laboratory environment.
- Arranged travel and other scheduling for five laboratory managers and their staff
- Collaborated to maximize workflow and increase productivity, filling in for office managers as needed

08/2006 – DEPARTMENTAL ADMINISTRATOR/ADVISOR, DEPARTMENT OF FORENSIC SCIENCE

05/2012 Virginia Commonwealth University (VCU) (Onsite)

- Collected and analyzed retention and survey data from students and alumni to meet FEPAC accreditation standards and helped write complex accreditation documentation
- Developed adjunct handbook to aid part-time faculty by outlining policies, procedures, and processes, and helped conduct training to familiarize them with university and departmental processes
- Provided curriculum and developmental advising for undergraduate and graduate students including taking on all freshmen and transfer advising for the department
- Placed and released approximately 150 advising holds during the registration period each semester; communicated the advising requirements to students; and tracked faculty advising progress
- Created and managed departmental social media to increase communication with prospective students, current students, and alumni
- Updated the graduate admissions process to allow the committee to conduct electronic applicant reviews.
- Recruited, hired, trained, and supervised two student workers per year
- Arranged speakers, venues, and scheduling of a national conference for ~100 high school teachers.
- Directed the recruitment process for new faculty, including processing of HR and travel paperwork

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## TECHNICAL SKILLS:

**SOFTWARE APPLICATIONS:** Microsoft Office (Word, Excel, Access, Publisher, Outlook, PowerPoint, Visio, SharePoint, Teams), Google G Suite (Workspace, Gmail, Google Drive, Docs, Sheets, Slides, etc.), Banner, Canvas, Blackboard, Kahoot, Prezi, Navigate, Slack, Adobe Acrobat, Adobe Photoshop, Zoom, Social Media, ServiceNow, Jira, basic html

**RELEVANT TECHNICAL COURSES:** Google Project Management Certificate, IBM Introductory Cybersecurity Course

## PROFESSIONAL EXPERIENCE

### 08/2006 – PROOFREADER/EDITOR

Present Freelance (Remote)

- Edit article, book, and dissertation proposals to improve readability and clarity
- Understand/interpret/translate complex information in diverse fields into readable documents
- Return timely feedback to authors and work with them on improvements
- Index and format multiple complex documents to improve readability and accessibility
- Provide wide-ranging experience in collaborating with non-native speakers

### 06/2005 – ASSISTANT TO THE CHAIR DEPARTMENT OF STATISTICAL SCIENCES & OPERATIONS RESEARCH

08/2006 Virginia Commonwealth University (VCU) (Onsite)

- Developed a graduate student handbook, outlining policies and resources applicable to graduate students and teaching assistants
- Aided faculty in administration of a small grant by planning speaker activities, accommodations, and honoraria
- Directed the recruitment process for three new faculty, including the processing of all departmental HR and travel paperwork
- Provided HR and Fiscal Support including reconciling monthly account statements, processing travel and reimbursements, and hiring paperwork for hourly workers and teaching assistants

### 03/2002 – OFFICE MANAGER, CENTER FOR ENVIRONMENTAL STUDIES

06/2005 Virginia Commonwealth University (VCU) (Onsite)

- Administered an environmental training program regulated by Virginia Department of Professional and Occupational Regulation (DPOR) in lead, asbestos, and hazardous materials (HAZMAT) abatement and Geographic Information System (GIS) mapping software, generating \$400,000+ in annual revenue
- Implemented filing system and email notifications process for the department's training program to enhance compliance with state regulations
- Aided in administration of an National Institutes of Health (NIH) pesticide exposure grant
- Created marketing materials for the Center and its training programs
- Created and maintained queries, tables, and reports in Microsoft Access
- Maintained student records for over 80 graduate and undergraduate majors, serving as first point of contact for a busy academic office, assisting with student advising and academic support duties
- Scheduled meetings, managed key and proxy access to offices, labs, and classroom space

### 02/2001 – OFFICE SERVICES SPECIALIST, WOMEN'S STUDIES PROGRAM

10/2001 Virginia Commonwealth University (VCU) (Onsite)

- Maintained student and alumni information in Microsoft Access database
- Prepared marketing materials including website (using WYSIWYG editor) and newsletter
- Prepared targeted mailings and interacted with students

### 08/2000 – OFFICE ASSISTANT, COLLEGE OF HUMANITIES & SOCIAL SCIENCES, OFFICE OF THE DEAN

02/2001 Virginia Commonwealth University (VCU) (Onsite)

- Aided in production of the College's annual report as a proofreader and design consultant
- Prepared targeted mailings and interacted with faculty, staff, and students

### 08/1997 – WRITING TUTOR

05/1998 Richard Bland College (Onsite)

- Assisted students with time management, study skills, and writing improvement

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## OTHER SKILLS

**POLICY AWARENESS & COMPETENCIES:** Section 508 Compliance, FERPA, FOIA, HIPAA, ADA, UDL

**TEACHING CERTIFICATIONS:** TOTAL (Online Instruction), CRI Trauma-Informed and Trauma-Supportive Teaching, ACUE Micro-credential: "Creating an Inclusive and Supportive Online Learning Environment"

## EDUCATION

Master of Arts, Literature, Virginia Commonwealth University (VCU)

- Thesis Title: "Shaken and Stirred: Tactile Imagery and Narrative Immediacy in J. D. Salinger's 'Blue Melody,' 'A Girl I Knew,' and 'Just Before the War with the Eskimos'"
  - Thesis Director: A. Bryant Mangum, Ph.D.
- Offices Held: Secretary, Diversity Liaison, Library Committee Liaison, and Appropriations Committee Member, VCU Graduate Student Association
- Awards/Honors: Graduate Symposium Research Award Co-Recipient for "Building an Online Repository for Salinger's Works", VCU Graduate Student Association
- Presenter: British Association for American Studies (BAAS) Conference (Exeter, United Kingdom) – "Trigger Happy: How the Western Shaped America's Relationship with Guns"
- Presenter: University of Virginia Graduate Student Conference (Charlottesville, Virginia) – "Revelation Just Within Reach: Tactility in Salinger's 'Just Before the War with the Eskimos'"

Non-Degree Seeking Student, Virginia Commonwealth University (VCU)

- Additional Coursework in Art, History, Law, Mass Communications, and Political Science
- Notable law and policy courses:
  - Administrative, Environmental, Criminal, and Constitutional Law
  - International Relations, Homeland Security, Public Policy
  - Study Abroad - South African Rural Politics

Bachelor of Arts, *cum laude*, Virginia Commonwealth University (VCU)

- Major: English
- Minor Women's Studies
- Editor: Millennium (literary magazine)
- President, Student Media Commission

Associate of Science, *cum laude*, Richard Bland College (RBC)

- Major: General Studies
- Staff Editor: Mnemosyne (literary magazine)

## PROFESSIONAL MEMBERSHIPS

Current affiliations maintained with the following professional organizations:

- The American Copy Editors Society (ACES)
- Modern Language Association (MLA)
- National Council of Teachers of English (NCTE)
- Project Management Institute (PMI)
- Society for Technical Communication (STC)