

MICAH GIDDENS

mr.giddens@gmail.com • (916) 525-5154 • Chicago, IL

EXPERIENCE

Freelance Writer

Various | 10.2022 - Present

- *Our Climate*: Edited client-supplied copy for accuracy, clarity, consistency, organization, flow, usage, concision, and conformity with client's voice. Promoted clients through fundraising emails highlighting their achievements in climate justice policy and informing donors about giving opportunities.
- *LES Ecology Center*: Scheduled and lead client meetings, including initial meetings and design presentations, providing estimates, schedules, and project updates to clients. Revamped design of client's monthly newsletter with 32,000 subscribers. Authored design guides so future newsletters remain stylistically consistent.
- *Spooky Magazine*: Wrote a story for their Fall/Winter 2024 issue, and collaborated with editor on copyedits.
- *Red Sheep Magazine*: Wrote a story for their October 2024 issue, and collaborated on promotion of magazine.
- *Flame Tree Press*: Wrote a story to be published in their upcoming *Morgana le Fay* anthology. Gained knowledge of the print publication process through collaboration with editor, including consultation on publication's layout.

Dishwasher

Whole Foods, Chicago, IL | 11.2022 – 12.2024

- Trained new employees in daily duties and best practices.
- Daily cleaned dish room and maintained the dish washer.
- Managed heavy workload, cleaning and organizing dishes in industrial kitchen.

eLearning Developer

State Controller's Office, State of California | 05.2018 – 08.2022

- Wrote and edited training materials (text, images, video, audio, animations, and documents) for the general public and specialized groups.
- Provided basic consultation to ensure training modules remained compliant with State and Federal guidelines, including xAPI, ADA, and SCORM compliance.
- Coordinated educational programs and outreach initiatives on the behalf of my department.

Staff Service Analyst

CalPERS, State of California | 05.2016 – 04.2018

- Prepared and wrote form letters, memos, and emails for internal and external office communication.
- Regularly provided phonenumber coverage as the first point of contact to answer customers' questions about their retirement accounts.
- Audited hundreds of employees' retirement accounts, identifying and fixing system glitches, while maintaining confidentiality.

Bookseller

Barnes and Nobel, Los Angeles, CA | 08.2015 – 11.2015

- Provided excellent customer service, helping customers find merchandise.
- Operated the cash register, often helping customers sign up for memberships.
- Arranged new merchandise in displays, and tidied store as I worked.

Post-Production Assistant

HBO | 07.2015 - 08.2015

- Provides standard and routine clerical & administrative support including creating tables and spreadsheets to track various critical data.
- Collected paperwork with sensitive information and delivered them to the accounting office.
- Handled team's daily expenses, buying lunches, snacks, and office supplies, while maintaining record of transactions to give to accounting.
- Worked with IT to set up phone lines in new office and coordinated a multiline system.

EDUCATION

UC Santa Barbara, 2010-2014
Bachelor of Arts in English

SKILLS

Customer Service. Excellent Communication.
Outlook. Microsoft Office. Writing. Editing. Adobe Creative Suite. Photoshop. InDesign. Mailchimp.