

## **KRISTEN E. SHAMIS**

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802-598-4078

### **EXPERIENCE**

#### **LEGAL ASSISTANT/OFFICE MANAGER**

2007 - present

Provide comprehensive support services for a rapidly growing legal office. Responsibilities include legal research, practice management, transcription, client communications, finance and operations.

#### **FREELANCE EDITOR / RESEARCHER**

1998 - present

Edit within a variety of industries, including customer service, technology, advertising and consumer goods. Work with documents ranging from business plans and reports to consumer goods marketing material. Client communication has been key to the business.

Perform research in a variety of fields. Ranges from ad-hoc research requiring immediate results to in-depth competitive intelligence.

#### **TECHNICAL WRITER / SOFTWARE QUALITY ASSURANCE**

1994-1998

Providence Systems, Sunesis Inc., Enforth Solutions, Inc.

Wrote technical manuals for a computer software company. Provided technical support to end users as specific expertise was acquired. Responsibilities eventually grew to including varied tasks from media production to collections. Worked with clients to write individualized support documentation.

Performed quality assurance for computer software companies in the internet parental software control and custom e-mail/fax server fields. Designed and implemented custom software testing programs. This required attention to detail, adherence to rigorous methodologies and strong diagnostic skills.

#### **NEWSPAPER REPORTER**

1992-1994

Laconia Citizen, Beverly Times

Staff reporter for a daily circulation newspaper. Covered seven towns and wrote articles on a variety of subjects, including local government, education and feature stories. Published several stories each day and met strong deadlines. Staffed remote bureau which required independence and self-motivation.

### **EDUCATION**

Bachelor of Art, English / Journalism, Art Minor, University of New Hampshire, 1993

### **VOLUNTEER WORK**

PTO President, Silent Auction Chairperson - Edmunds Elementary School