

CASSIOPEIA WHITEHEAD

552 N. Neville St. Pittsburgh, PA 15213 · (443) 994-6644
cmwhitehead151@gmail.com · www.cassiwhitehead.info

Professional editor with a Bachelor of Arts in English Writing looking for advancement through creative and interesting opportunities

EXPERIENCE

JULY 2024 - PRESENT

MARKET RESEARCH SPECIALIST, SCHMIDT MARKET RESEARCH

Schmidt Market Research is contracted to assemble insightful feedback for large companies. My responsibilities are reaching out to the customers of these large client companies, interacting with them to answer select research questions, and efficiently documenting the statuses of various sample pieces.

MARCH 2022 - OCTOBER 2023

SENIOR BOOKSTORE OUTREACH ASSOCIATE, DORRANCE PUBLISHING COMPANY

Dorrance is an independent publishing house for self-publishing authors. My primary responsibilities were in the Outreach and Promotions Departments, coordinating efforts between authors, page designers, and project managers; conveying author feedback to designers in an actionable way; and marketing published works at bookstores and local event venues.

MARCH 2021 - DECEMBER 2021

ESCROW CLOSER, OLD REPUBLIC TITLE

As a Closer, I organized documentation for scheduled signings, recording the information from the completed documentation, and reviewing each closing to ensure all information was entered correctly into the system.

AUGUST 2020 - JANUARY 2021

CUSTOMER SERVICE AGENT, MICHIGAN UNEMPLOYMENT INSURANCE AGENCY

A member of the frontline customer-facing phone assistance line for the State of Michigan unemployment claims in the midst of the COVID-19 pandemic. My responsibilities were researching unemployment claims and the circumstances surrounding them; determining appropriate action to help the claimant; assisting claimants with the best course of action with their claims; and guiding claimants through more complicated filing processes.

MAY 2020 - AUGUST 2020

PROXY VOTING COORDINATOR, INNISFREE M&A INC.

My main responsibilities were reaching out to shareholders of various large companies such as PepsiCo, updating the company's database with the status of these shareholders, and assisting receptive shareholders with the voting process.

JANUARY 2019 - APRIL 2019

INTERN, UNIVERSITY OF PITTSBURGH WRITING CENTER

As a Writing Tutor in the University's Writing Center, my responsibilities were assisting students with the readability and cohesion of their academic papers, researching topics relevant to the Writing Center, and preparing presentations for the Writing Center for continued education in the researched topics.

EDUCATION

AUGUST 2015 - MAY 2019

BACHELOR'S OF ARTS IN ENGLISH WRITING (FICTION FOCUS), UNIVERSITY OF PITTSBURGH

Initial progress towards STEM-related majors, before ultimately pursuing writing. Courses included biology-related labs, statistics and physics-related mathematics assignments, and chemistry classes. Major-related courses included literary analysis, style recognition and imitation, and fiction composition in the form of a senior writing seminar.

SKILLS

- Microsoft Office 365 and Adobe Photoshop proficiency.
- Strong communication skills, in both verbal conversation and written exchanges.
- Computer proficiency, and swift typing speed (66 wpm).
- Critical analysis of written documents, literature, and film.
- Familiarity with medical terms, and ability to "translate" them into layman's terms.

ACTIVITIES

- Author - Member of an international collaboration of skilled creative arts individuals developing literary works.
- Professional Magi - Formerly a Cast Member responsible for guiding guests through entertainment attractions, working with guests to understand their needs, and conveying information in a manner that fit the environment.
- Lifetime Girl Scout - Dedicated to community service to provide resources and enrichment for aspiring leaders (as evidenced by my Gold, Silver and Bronze Awards).