



Alex Borkowski MA in Professional Writing (’22)

Instructional Design Intern
Summer 2022

What skills did you have that gave you an advantage in securing this internship?

I already had a wide variety of instructional writing experience, as well as previous experience in curriculum development as a teaching assistant.

What skills did you strengthen or learn at your internship?

I strengthened my ability to create client-ready analysis and product roadmaps, as well as learning how to use Articulate Rise (an eLearning platform).

What are the steps you took to land your internship?

I sent a resume and cover letter using TiER1’s job site, had an initial interview with their talent director, followed by another interview with several staffers.

What did you do as an intern at TiER1?

I worked on an internal development project organizing leadership trainings, and had two client-facing projects for Coinbase and 3M.

What was challenging about your internship?

Consulting is very self-directed, and you really need to make a strong effort to reach out and connect with people in order to get staffed on projects.

What did you enjoy about your internship?

Client-facing projects are often open-ended and you have a wide berth to pitch creative solutions within your storyboarding (as long as you don’t over-bill!).

INTERNSHIP TYPE

- paid
- unpaid

APPLIED

February 2022

ACCEPTED

Early March 2022

INTERNSHIP CATEGORY

- corporate communication
- grant writing / fundraising
- healthcare communication
- information architecture
- non-profit communication
- user experience strategy
- journalism & news media
- writing for multimedia
- editing & publishing
- science writing
- technical writing
- public relations & marketing

What advice do you have for students interested in this field?

Get as much experience in client-facing situations as you can and practice asking questions about what clients want. Learn the basics of writing stepwise instruction, and be able to break down complex systems into easy-to-understand steps based on what the learner needs.



Natalie DeMaioribus MA in Professional Writing ('22)

Communications Intern
Summer 2022

What skills did you have that gave you an advantage in securing this internship?

Strong writing skills in a variety of styles; non-profit experience in a variety of roles including fundraising, communications, and board work; design skills, including basic design software.

What skills did you strengthen or learn at your internship?

I continued to improve my design skills and my bare-bones communication skills (minimalist writing is hard for me!). I also got some experience with interpretive writing, which I've always wanted to do.

What are the steps you took to land your internship?

I knew of the Folk School because I'm from Duluth. Someone who volunteers there mentioned to me how much they could use someone for miscellaneous writing tasks, so I reached out and asked if they needed a summer intern.

What did you do as an intern at Company Name?

I created interpretive signage for the building, a brochure, board committee guidelines, a strategic planning document layout, explanatory posters, and an improved menu design. I also advised on branding.

What was challenging about your internship?

There wasn't a lot of support for the writing and design work—I was the only one. And the organization was complicated, which made branding tough.

What did you enjoy about your internship?

I loved getting to do so many different things! It's why I took the job. It was fun to bounce back and forth between projects... if a little overwhelming sometimes.

INTERNSHIP TYPE

unpaid

APPLIED

Reached out in April

ACCEPTED

May

INTERNSHIP CATEGORY

- non-profit communication
- public relations & marketing

What advice do you have for students interested in this field?

"Small non-profits need more help than anyone, but their staff are always overworked. You'll need to follow up a lot to get what you need, and be prepared to work independently, without much input."

Tracy Le MA in Professional Writing (Dec. '22)

Technical Writer Intern
Summer 2022

What skills did you have that gave you an advantage in securing this internship?

Beyond writing skills, "soft skills" were crucial! I think my curiosity and desire to learn and see how things fit together helped me greatly.

What skills did you strengthen or learn at your internship?

Beyond learning how to work in an Agile environment, I gained experience using structured authoring tools, collaborating in projects with cross-functional team members, and thinking in depth about concepts I had learned about in MAPW courses (information architecture, minimalism, etc.).

What are the steps you took to land your internship?

I submitted a resume and then completed several rounds of interviews.

What did you do as an intern at The Trade Desk?

I authored and edited documentation that simplified information, advocated for the user as the writer in two intern pod projects, and approached technical documentation and UI copy with a focus on creating reliable experiences.

What was challenging about your internship?

Diving into an industry I had no prior knowledge of was challenging. At the same time, it was rewarding to develop rapport and work closely with interns/employees across teams to continually seek more precise understanding.

What did you enjoy about your internship?

I enjoyed helping to produce writing that can connect with people at various stages of the user experience and empower human-centered outcomes.

What advice do you have for students interested in this field?

The technical writers I worked with had diverse backgrounds and a wealth of perspectives and expertise. Don't worry too much if you think you don't know enough about specific industries/tools/languages/concepts/etc. A desire to learn and relearn alongside an eagerness to receive and implement feedback goes a long way!

INTERNSHIP TYPE

paid
unpaid

APPLIED

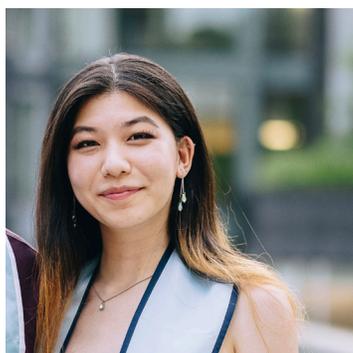
February

ACCEPTED

April

INTERNSHIP CATEGORY

corporate communication
grant writing / fundraising
healthcare communication
information architecture
non-profit communication
user experience strategy
journalism & news media
writing for multimedia
editing & publishing
science writing
technical writing
public relations & marketing



Madeline Liu

MA in Professional Writing ('22)

Technical Writer Intern
Summer 2022

What skills did you have that gave you an advantage in securing this internship?

Technical writing and STEM skills gave me an advantage in securing this internship. I acquired tech writing skills from classes like Style and Software Documentation, and I acquired relevant STEM skills from comp sci courses.

What skills did you strengthen or learn at your internship?

I strengthened my technical skills, including my ability to quickly learn new types of company-specific technical tools. I also honed my professional skills.

What are the steps you took to land your internship?

I submitted my resume to a job posting online. I was then asked to submit writing samples and complete several writing tests. Next, I was contacted for two interviews with members of the team that I would potentially be placed on. Finally, after several months, I was given an offer.

What did you do as an intern at Company Name?

As a member of the Cloud Billing Information Experience (iX) Team, I created a new section for the Cloud Billing Documentation. I also helped to create an interactive tutorial for an upcoming Cloud Billing API.

What was challenging about your internship?

It was challenging for me to establish the pacing of my projects and to learn all of the intricacies of my team's specific product and role in the company.

What did you enjoy about your internship?

The thing I enjoyed most about my internship was working with and getting to know my team members. They were all incredibly kind, hard-working, and willing to help me with anything. They were amazing and taught me so much.

What advice do you have for students interested in this field?

Love what you do! If you truly love writing, technology, and working in a fast-paced environment, then technical writing is perfect for you.

INTERNSHIP TYPE

- paid
- unpaid

APPLIED

January

ACCEPTED

April

INTERNSHIP CATEGORY

- corporate communication
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- science writing
- technical writing
- public relations & marketing



Hanann Marawi

MA in Professional Writing ('22)

Editorial Intern / Marketing and Communications Intern
Summer 2022

What skills did you have that gave you an advantage in securing this internship?

I had previously worked on a large editing project with a professor, so I was able to relate that experience to the jobs that I wanted.

What skills did you strengthen or learn at your internship?

Time management and creating a schedule for yourself. I worked completely remote so being able to manage myself was very important.

What are the steps you took to land your internship?

I saw the job posting, applied, interviewed, and then signed the offer letter.

What did you do as an intern at Island Press and Carnegie Mellon?

For Island Press, I created meeting agendas, moderated company-wide meetings, sent emails to the entire company and reviewed book proposals and recommended or declined them to editors.

For Carnegie Mellon, I worked on completing the English Department Style Guide, writing news articles, and creating an impact report for Arts Greenhouse, a nonprofit organization.

What was challenging about your internship?

Juggling two very different jobs was challenging, definitely, but also extremely rewarding.

What did you enjoy about your internship?

I loved both of my internships and would return in a heartbeat if hired on permanently. I am continuing to work with Carnegie Mellon's English department in the fall, so I am very excited to be continuing my work!

INTERNSHIP TYPE

- paid
- unpaid

APPLIED

April 2022

ACCEPTED

April 2022

INTERNSHIP CATEGORY

- corporate communication
- grant writing / fundraising
- healthcare communication
- information architecture
- non-profit communication**
- user experience strategy
- journalism & news media
- writing for multimedia
- editing & publishing**
- science writing
- technical writing
- public relations & marketing

What advice do you have for students interested in this

*"The advice I was given by multiple people currently working in publishing was to demonstrate actionable experience in your cover letters and interviews. That seems like a no brainer, but hiring managers want to know exactly what you did, how you did it, and what makes you qualified to **continue** doing it in this job."*



ELLIE MICHALIK

MA in Professional Writing (Aug '22)

Technical Writer
Summer 2022

What skills did you have that gave you an advantage in securing this internship?

I was able to speak confidently about past work experiences along with projects completed throughout MAPW. I often referred to courses such as Web Design, UX Methods, and Software Documentation. They were thrilled to see DITA and GitHub on my resume.

What skills did you strengthen or learn at your internship?

I strengthened the writing and interviewing skills - particularly in learning not to be intimidated by job titles or seniority.

What are the steps you took to land your internship?

I connected with an alum at the company; applied online; interviewed with the manager, a docs editor, and HR; then had an informal panel interview with the docs team.

What did you do as an intern at Cloudera?

I rewrote the Private Cloud Security Overview. This involved learning data security fundamentals, reviewing existing documentation, benchmarking, revision cycles, and publishing using DITA and GitHub.

What was challenging about your internship?

Subject Matter Experts (SMEs) gave me extremely conflicting feedback regarding my document. The feedback was helpful but it made the revising process challenging.

What did you enjoy about your internship?

I enjoyed learning from my mentors while experiencing a healthy work-life balance.

What advice do you have for students interested in this field?

“Job applications and interviews for technical writers can be intimidating, especially when they request programming experience. In reality, technical writers have diverse backgrounds and they often gain their necessary skills through training at the company.”

INTERNSHIP TYPE

- paid**
- unpaid

APPLIED

April

ACCEPTED

May

INTERNSHIP CATEGORY

- corporate communication
- grant writing / fundraising
- healthcare communication
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- user experience strategy
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- science writing
- technical writing**
- public relations & marketing



Cynthia Paul MA in Professional Writing (’22)

Technical Writing Intern
Summer 2022

What skills did you have that gave you an advantage in securing this internship?

I had previous experience in science writing from undergrad which aligned well with the basic skills I needed for this position

What skills did you strengthen or learn at your internship?

Broad technical writing skills, broad leadership/project management skills, teamwork/collaborative skills, learned how to use several new programs/services and gained proficiency in them.

What are the steps you took to land your internship?

Applied on the Riot website with my resume and cover letter.

What did you do as an intern at Company Name?

Worked with one of the engineering teams to update and create documentation for Riot’s player moderation services.

What was challenging about your internship?

There is a lot of freedom associated with my role, which meant I was making big decisions which was intimidating at first. I also had to learn a lot of new tech and how the company’s services worked in order to document them well, and Riot is a huge company with a LOT of services.

What did you enjoy about your internship?

My coworkers and supervisors were amazing, I met a lot of people in a lot of different fields and everyone was very passionate about what they were doing. My internship was also very valuable; I worked on live projects and made docs that are going to be used by game teams.

What advice do you have for students interested in this field?

“Tech Writing can be pretty straightforward, so try find a company that aligns with your interests. For me I really wanted to work for a creative company and I already love video games, so Riot was right up my alley.”

INTERNSHIP TYPE

paid
 unpaid

APPLIED

November

ACCEPTED

November

INTERNSHIP CATEGORY

corporate communication
grant writing / fundraising
healthcare communication
information architecture
non-profit communication
user experience strategy
journalism & news media
writing for multimedia
editing & publishing
science writing
 technical writing
public relations & marketing



Chris Pence

MA in Professional Writing ('22)

Technical Writing
Summer 2022

What skills did you have that gave you an advantage in securing this internship?

The Software Documentation course gave me a strong baseline for some of the tools that I used during my internship, like Oxygen. The skills you learn in the Style and Professional Writing courses regarding tailoring your communication to different audiences also helps a lot in any professional context.

What skills did you strengthen or learn at your internship?

Technical Writers, especially at Salesforce, are managing multiple projects--all at different points in their lifecycles. Juggling multiple projects that I had to deliver on at the end of my internship strengthened skills like time management, collaboration, and patience.

What are the steps you took to land your internship?

Salesforce holds an internship information session at CMU early in the fall semester. I attended the info session and then followed up with the Salesforce contacts for an internship.

What did you do as an intern at Salesforce?

I developed and wrote an original Trailhead Module (Salesforce's online gamified learning platform), rewrote and edited a video script, and revised and authored new online help topics.

What was challenging about your internship?

Getting up to speed early on with the workflows, tools, and relationships in order to start working on my projects.

What did you enjoy about your internship?

The breadth of writing experience I gained on multiple types of user facing documentation. I really got a chance to flex my writing abilities tailoring styles for different audiences.

What advice do you have for students interested in this field?

"Don't worry too much if you don't have a "tech" background. I didn't, but I leaned on my writing and communication skills and experience to help me learn the ropes of tech writing."

INTERNSHIP TYPE

- paid
- unpaid

APPLIED

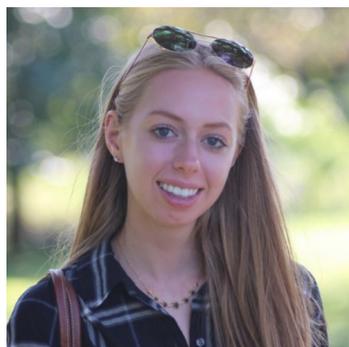
September

ACCEPTED

October

INTERNSHIP CATEGORY

- corporate communication
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Mary Rufo

MA in Professional Writing ('22)

Technical Writer Intern
Summer 2022

What skills did you have that gave you an advantage in securing this internship?

Taking Software Documentation proved to be a great help in securing this internship. I was exposed to HTML and other authoring tools, though many companies seem to have their own tools.

What skills did you strengthen or learn at your internship?

My writing and HTML skills were strengthened throughout this internship. I especially focused on concision which is a major principle in Style.

What are the steps you took to land your internship?

To be honest, I applied on the very last day Google was accepting them back in January. I heard from a recruiter about one month later and accepted the position two weeks after that. I did have to complete additional work such as off the cuff writing examples and a code sample.

What did you do as an intern at Google?

I worked in Google Ads on two product help centers. I resolved problems and feature requests using a bug tracking tool.

What was challenging about your internship?

The learning curve with using new tools was probably the most challenging thing I did.

What did you enjoy about your internship?

Though I was remote, I was able to go into the NYC office several times and met people both virtually and in person. Many of the people I met were in adjacent roles so I got to learn about several fields.

INTERNSHIP TYPE

unpaid

paid

APPLIED

January

ACCEPTED

March

INTERNSHIP CATEGORY

corporate communication

grant writing / fundraising

healthcare communication

information architecture

non-profit communication

user experience strategy

journalism & news media

writing for multimedia

editing & publishing

science writing

technical writing

What advice do you have for students interested in this field?

“Stay curious and inquisitive about everything. I don’t believe in no question is a dumb question because there are some always. But if a question crosses your mind or you’d like to find out more about a tool or job role or anything, don’t be afraid to ask.”



Mary Warner MA in Professional Writing

Marketing and Communications Intern
Summer 2022

What skills did you have that gave you an advantage in securing this internship?

My previous professional experiences in content writing and communications, as well as the visual design skills I picked up in Document and Information Design classes, made me qualified for the internship.

What skills did you strengthen or learn at your internship?

I was able to get a lot more experience in writing blogs and for social media, as well as gaining experience working in a nonprofit setting and learning to really promote the mission and organization's events.

What are the steps you took to land your internship?

I was interested in working at this organization so I went directly to the website to search out an intern position, because there weren't any listed on LinkedIn and sent my cover letter and resume to the Communications Director.

What did you do as an intern at the Parks Conservancy?

I wrote content for blogs/newsletters/social media, used Wordpress to update the website and create a web page, captured video and photo content at events, pitched ideas for partnerships with local businesses, edited videos for Instagram, designed posters on Canva, and more projects as they came up!

What was challenging about your internship?

I never really knew what projects I would be tackling week to week, which was exciting and fun, but also required flexibility!

What did you enjoy about your internship?

I'm really passionate about the Conservancy's mission and I really loved doing work that helped to support our city's parks and local communities. Also, the team I worked with were really supportive and helpful! I really appreciated how many opportunities they gave me to tackle new projects and learn about different aspects of nonprofit communications and marketing.

What advice do you have for students interested in this field?

"Having a variety of visual, written, and digital communications skills is necessary to tackle the range of responsibilities that might come up in a marketing and communications role, so learn as many technical and creative skills as possible. With non-profits, always keep the organization's mission in mind!"

INTERNSHIP TYPE

- paid
- unpaid

APPLIED

February 2022

ACCEPTED

February 2022

INTERNSHIP CATEGORY

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