

Carnegie Mellon University

Service Management & Communications



Jake Boca

MA in Professional Writing (2023)

**Technical Writer
Summer 2023**

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

The skills I gained in Software Documentation, User Experience Methods for Documents, and Professional and Technical Writing prepared me well for this internship.

What skills did you strengthen or learn at your internship?

I refined my skills in technical writing, information design, and cross-functional collaboration.

What are the steps you took to land your internship?

I was already working at CMU when I applied, but I used an MAPW connection to learn about this new role and then prepared a portfolio of writing samples from my coursework to illustrate my experience.

What did you do as an intern?

I contributed how-to documentation to the company website, developed and executed communication and documentation plans, and began learning about the user experience design process.

What was challenging about your internship?

Computing Services is a large division. It took me a while to learn which teams did what and how my work may relate.

What did you enjoy about your internship?

I enjoyed working in a collaborative environment, learning from experts, and seeing the tangible impact of my documentation on the university.

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

Talk to MAPW alumni or other professionals who are doing the type of work you want to do. I've been amazed at how eager people are to share, and the conversations I had really helped me prepare.

Also spend the extra time during each semester to make sure your projects are as high-quality as possible. It may feel like any old assignment in the moment, but it may be the piece that impresses a future employer and distinguishes you from other applicants.

Pittsburgh, PA
www.cmu.edu/computing/

Internship Type

- ✓ Paid
- Unpaid

Applied

August 2022

Accepted

September 2022

Internship Category

- ✓ Technical Writing
 - Marketing Communications
 - Editing
- ✓ User Experience
 - Corporate Communications
 - UX Writing
 - Content Strategy
 - Instruction Writing/Design
 - Arts/Nonprofit Communications
 - Science Writing
 - Proposal Management/Writing
 - Speech Writing
 - Healthcare Communications
 - Journalism

**Carnegie
Mellon
University**
English

Truepic

Strategic Affairs and Impact



Mallory Lindahl

MA in Professional Writing (2023)

Communications and
Public Affairs Intern
Summer 2023

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

The skills taught in Document Design were especially applicable for this Internship as I was required to use Adobe Creative Cloud for most projects.

What skills did you strengthen or learn at your internship?

I really advanced my design and editing abilities, as well as interpersonal communication and advocacy skills. I was also able to deep dive into the world of generative AI and content authenticity.

What are the steps you took to land your internship?

I did extensive research on the company and their mission in order to make sure I tailored my resume and cover letter to fit their needs. I also thoroughly prepped for multiple rounds of interviews.

What did you do as an intern?

I wrote and published several blogs and press releases for Truepic and their partnerships with tech companies like Meta, Adobe, Microsoft, and Google. I also created a new system of documenting and pitching PR opportunities across the U.S and internationally.

What was challenging about your internship?

Keeping up with the constantly changing technology surrounding artificial intelligence and ensuring that I was using all of the right language when writing for the company.

What did you enjoy about your internship?

The culture at Truepic is extremely kind, supportive, and collaborative.

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

Make sure your portfolio demonstrates your abilities in multiple fields. Advertise yourself as a flexible candidate who is always willing to learn more. Don't hesitate to apply for a job just because you may not meet a few requirements. Put yourself out there, and dive into the uncomfortable situations head-on, including sending messages on places like Handshake and LinkedIn. Most importantly, find a support system during the application process to keep you motivated!

Remote

<https://truepic.com/>

Internship Type

- ✓ Paid
- Unpaid

Applied

May 2023

Accepted

Late June 2023

Internship Category

- ✓ Technical Writing
- Marketing Communications
- ✓ Editing
- ✓ User Experience
- Corporate Communications
- ✓ UX Writing
- Content Strategy
- ✓ Instruction Writing/Design
- Arts/Nonprofit Communications
- Science Writing
- Proposal Management/Writing
- Speech Writing
- Healthcare Communications
- Journalism

Carnegie
Mellon
University
English

Riss Marketing

B2B Marketing Services



Mallory Lindahl

MA in Professional Writing (2023)

Marketing Intern
Summer 2023

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

My past experience in marketing gave me an advantage, as well as my robust portfolio that I worked on building the first year of the program.

What skills did you strengthen or learn at your internship?

This internship taught me how to effectively communicate with clients and communicate about content strategy, especially when it comes to company growth and expansion. I also strengthened some web design skills in WordPress.

What are the steps you took to land your internship?

I reached out to the CEO after applying to personally send her a link to my portfolio and follow up about my application to make sure she received it. This helped me get on their radar and secure an interview.

What did you do as an intern?

I ran social media for multiple clients, designed flyers, promotional videos, and email campaigns, documented and shared content statistics, and I was the head of contact for promoting client events throughout Pittsburgh.

What was challenging about your internship?

Communication was occasionally lacking, which led to times where I was unsure of my duties for a given week. The hours were also inconsistent, but manageable.

What did you enjoy about your internship?

I loved learning more about our clients and designing promotional content that fit their brand identities and helped them develop a stronger voice and presence in Pittsburgh and other parts of PA.

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

Ensure that your resume and portfolio shows your design and social media experience, if applicable. Always triple check all correspondence for errors. Don't be afraid to ask questions and push for answers until you get them! Apply for a wide variety of positions; marketing is always needed and always expanding.

Pittsburgh, PA & Remote
<https://rissmarketing.com/>

Internship Type

- ✓ Paid
- Unpaid

Applied

May 2023

Accepted

June 2023

Internship Category

- Technical Writing
- ✓ Marketing Communications
- ✓ Editing
- User Experience
- Corporate Communications
- UX Writing
- ✓ Content Strategy
- Instruction Writing/Design
- Arts/Nonprofit Communications
- Science Writing
- Proposal Management/Writing
- Speech Writing
- Healthcare Communications
- Journalism

Carnegie
Mellon
University
English

Genetics Society of America

Communications and Journals Teams



Natalie Luterman

MA in Professional Writing (2023)

Communications Intern
Summer/Fall 2023

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

My educational background in biomedical sciences, in addition to my prior experience with copywriting/editing, communications within a nonprofit organization, WordPress, and basic technical writing all contributed to my securing of this internship.

What skills did you strengthen or learn at your internship?

I further developed my skills as a technical writer, copywriter/editor, science writer, communicator, and graphic/web designer.

What are the steps you took to land your internship?

I curated my resume and cover letter to best accentuate my experience with both writing and the sciences, researched and practiced interview questions, and rigorously followed up with my future supervisors between instances of initial correspondence.

What did you do as an intern?

I developed and edited multiple written materials, such as emails, newsletters, blog posts, web content, and other documentation at every stage of the process, including preliminary research and organization, communication with collaborators, initial drafting, revising, addressing comments from peer reviewers, and formatting and developing multiple proofs, in compliance to the GSA style guide. I also did some marketing, data processing, and database management.

What was challenging about your internship?

It was especially difficult to manage a full-time internship schedule during the beginning of the fall semester!

What did you enjoy about your internship?

I loved working with all of my supervisors and collaborators! Everyone was very helpful and supportive of my career aspirations.

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

Be prepared to do plenty of research, in regards to company messaging styles, scientific research, and how to use new software.

Pittsburgh, PA
<https://genetics-gsa.org/>

Internship Type

- » Paid
- » Unpaid

Applied

May 2023

Accepted

July 2023

Internship Category

- » Technical Writing
- » Marketing Communications
- » Editing/User Experience
- » Corporate Communications
- » UX Writing
- » Content Strategy
- » Instruction Writing/Design
- » Arts/Nonprofit Communications
- » Science Writing
- » Proposal Management/Writing
- » Speech Writing
- » Healthcare Communications
- » Journalism

Carnegie
Mellon
University
English

Carnegie Mellon University

Behavioral Health Research Lab



Greta Lyons

MA in Professional Writing (2024)

Lab Manager
Spring 2023

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

My prior professional & technical writing and document design courses gave me experience with constructing instructional documents, making me a strong candidate for this internship.

What skills did you strengthen or learn at your internship?

During my internship, I honed my technical writing, instructional writing, document design, and software documentation skills.

What are the steps you took to land your internship?

I already had a full-time position in the lab, so I asked Dr. Kasey Creswell if she had any internship opportunities or extra projects I could work on outside of my normal duties, offering up the idea to create a series of instructional guides and manuals.

What did you do as an intern?

I created over 30 individual instructional templates and software & procedure documentation guides along with three large study manuals to ensure that future research studies can be specifically replicated step-by-step. I also collaborated with undergraduates to test the user experience of the instructional guides.

What was challenging about your internship?

Independently keeping myself on track to finish all guides in the allotted internship time without being given a strict schedule was challenging. Pre-planning all tasks and organizing each day specifically helped me stay on track.

What did you enjoy about your internship?

I enjoyed being able to experience a different, more technical side of my position that I don't normally get to do. I enjoyed getting to flex my writing skills - skills that normally only get used when emailing colleagues.

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

Networking is important. If you have someone you're interested in working with, reach out directly with an idea for an internship project that might improve the way information gets passed along in the team.

Pittsburgh, PA

www.cmu.edu/dietrich/psychology/behavioral-health-lab/index.html

Internship Type

- ✓ Paid
- Unpaid

Applied

December 2022

Accepted

January 2023

Internship Category

- ✓ Technical Writing
- Marketing Communications
- Editing
- User Experience
- Corporate Communications
- UX Writing
- Content Strategy
- ✓ Instruction Writing/Design
- Arts/Nonprofit Communications
- Science Writing
- Proposal Management/Writing
- Speech Writing
- Healthcare Communications
- Journalism

Carnegie
Mellon
University
English

Evergreen Strategy Group

Communications & Policy Consulting



Taia Pandolfi

MA in Professional Writing (2023)

Intern
Summer 2023

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

My experience working for social impact organizations, research skills, and familiarity with consulting work made me a strong candidate.

What skills did you strengthen or learn at your internship?

Since I supported multiple client teams, I became a stronger researcher and writer because I needed to get up to speed on client needs and industry factors very quickly.

What are the steps you took to land your internship?

I looked for consulting internships primarily, searching LinkedIn and Handshake for good-fit opportunities.

What did you do as an intern?

Much of my work focused on translating broad communications plans into tactical outputs, like op-eds, press pitches, and media forecasting. I became a quicker and stronger PR professional through this experience, and I worked with multiple client teams.

What was challenging about your internship?

Consulting firms have a very rapid pace of work, so I needed to be efficient and responsive every minute I was on the clock.

What did you enjoy about your internship?

Evergreen has a well-designed internal communications process, especially for a fully distributed, remote company. I was able to create strong relationships with colleagues quite easily.

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

In consulting, it's as important to demonstrate your ability to learn something as it is to have first-hand experience of it. Because consultants support a variety of clients with many different scopes of work, the most important skill is being able to learn quickly and understand context in order to make effective decisions. If you're interested in communications consulting, start by following consulting firms you admire (on social media or their newsletter) to learn how they talk about what they do.

Remote
evergreenstrategygroup.com

Internship Type

✓ Paid
Unpaid

Applied

April 2023

Accepted

Late May 2023

Internship Category

Technical Writing
✓ Marketing Communications
✓ Editing
User Experience
✓ Corporate Communications
UX Writing
✓ Content Strategy
Instruction Writing/Design
✓ Arts/Nonprofit Communications
Science Writing
✓ Proposal Management/Writing
Speech Writing
Healthcare Communications
Journalism

**Carnegie
Mellon
University**
English



Michael Whitaker

MA in Professional Writing (2023)

Experience Content Strategy Intern
Summer 2023

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

My experience in writing classes such as Style and a lot of my personal projects in UX writing helped me a lot in securing this internship. Also, showing that I was dedicated to learning more about my field was key.

What skills did you strengthen or learn at your internship?

During my internship, I learned a lot about UX writing and content strategy, and what sort of duties fall under my responsibility. Also, I collaborated so much it forced me to take a different approach to solving problems in design + writing.

What are the steps you took to land your internship?

I built my portfolio, which was the most important thing, I think, in showing my skills and passions. I also worked a lot on my resume, researched the company, and researched my field as well.

What did you do as an intern?

I built an error message toolkit for designers and engineers to use to empower them when they are writing/designing error messages. I also collaborated with another content designer and wrote content for a user onboarding flow.

What was challenging about your internship?

A huge learning curve in understanding specific terms and teams of such as big company, and navigating through that.

What did you enjoy about your internship?

My manager and team in general were so kind and supportive, I loved making those connections and learning more about CD through them.

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

Build your portfolio early and be ready to talk about your work high level in interviews. Have a specific area you are passionate about or what to grow in. Learn more about design / UX through classes or on your own, because it's a big part of content design. Before interviews, try to get a sense for what the interview will be like ahead of time.

Internship Type

- ✓ Paid
- Unpaid

Applied

November 2023

Accepted

Early January 2023

Internship Category

- Technical Writing
- Marketing Communications
- Editing
- ✓ User Experience
- Corporate Communications
- ✓ UX Writing
- ✓ Content Strategy
- Instruction Writing/Design
- Arts/Nonprofit Communications
- Science Writing
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- Healthcare Communications
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