

Rebecca Eleni Avgoustopoulos

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TECHNICAL WRITER & COMMUNICATIONS SPECIALIST

PhD-trained communicator with 7+ years of experience translating complex ideas into clear, user-centered content across digital platforms, research projects, and administrative settings. Proven ability to deliver documentation, instructional materials, and editorial support across tech, higher ed, and nonprofit environments. Skilled in cross-functional collaboration, UX research integration, and content strategy.

PROFESSIONAL EXPERIENCE**University of Illinois at Urbana-Champaign, Urbana, IL**

Research Assistant for John R. Gallagher — May 2023 – Dec 2023

- Analyzed interview transcripts for emerging themes using qualitative coding methods - Authored analytical summaries to communicate results to PI - Collaborated with graduate peers to interpret and synthesize findings

Research Assistant, Writing Across Engineering and Science (WAES) — May 2021 – May 2023

- Mentored student writers and collaborated with STEM faculty on writing assignments - Managed research documentation including consent forms, interview protocols, and field notes - Conducted interviews and thematic analysis using mixed methods - Drafted reports and co-authored materials for conferences and journal submissions

Technical Writer, Smart Healthy Communities Initiative (Rokwire) — Sept 2020 – Aug 2023

- Created digital help documentation and FAQs for mobile apps using MadCap Flare and Adobe Suite - Produced blog posts, social media content, and internal communications - Developed and maintained brand-aligned style guides via GitHub - Managed and updated university-facing webpages using WordPress CMS - Translated UX research insights into user documentation and app interface copy - Organized project tasks and documentation using Trello

Graduate Teaching Assistant — Aug 2019 – May 2021

- Designed and taught technical and business writing courses - Provided one-on-one mentorship and feedback to improve student writing outcomes - Managed course content and communication through LMS platforms

US Partnership for Assured Electronics (USPAE), West Lafayette, IN

Copyediting Consultant — June 2022 – Feb 2023

- Reviewed technical content for clarity, accessibility, and alignment with government style guides - Managed version control and editing workflows for team deliverables - Coordinated with SMEs and recommended documentation tools and process improvements

Hexagon AB | Geospatial Division, Huntsville, AL

Technical Editing Intern, Marketing — Jan 2019 – Aug 2019

- Edited deliverables for technical accuracy, tone, and brand consistency - Maintained and

updated training manuals and legacy documentation - Authored and reviewed external email campaigns and marketing materials - Collaborated with cross-functional teams via SharePoint, Wrike, and Jira; tracked time using Salesforce - Organized workflow and documentation using Trello

University of Alabama in Huntsville, Huntsville, AL

Graduate Teaching Assistant — Aug 2017 – May 2019

- Taught College Writing I & II and supported students through tutoring center - Designed assignments and maintained student progress records

Energy Alabama, Huntsville, AL

Technical Writing Intern — Jun 2016 – Aug 2016

- Drafted technical content aligned with marketing and research goals - Contributed to outreach and documentation strategies - Adopted Trello for project and task management, later applied across all future roles

GigaParts, Inc., Huntsville, AL

Customer Service Representative — May 2013 – Jun 2015

- Provided customer support and technical product guidance via phone and email - Flagged and resolved order risks; trained new hires on order management workflows - Managed support tickets using Zendesk

Primrose Schools, Smyrna, GA & Madison, AL

Assistant & Preschool Teacher — Jul 2012 – May 2013

EDUCATION

University of Illinois at Urbana-Champaign, Urbana, IL

PhD in English, Focus in Business and Technical Writing — Aug 2019 – May 2025

University of Alabama in Huntsville, Huntsville, AL

MA in English with Technical Writing Certificate (GPA 4.0) — Aug 2017 – May 2019

BA in English with Minor in Technical Writing (GPA 3.9) — Aug 2015 – May 2017

PUBLICATIONS

“Redesigning Writing Instruction Within a Lab-Based Civil Engineering Course”

Renna, M., Avgoustopoulos, R., Ware, R., et al.

2022 ASEE Annual Conference & Exposition — Aug 2022

“Emojination Facilitates Inclusive Emoji Design Through Technical Writing”

Gallagher, J. R., & Avgoustopoulos, R.

Journal of Technical Writing and Communication — Mar 2023

“The Challenges and Writing Practices of Communicating AI/ML in an Era of Hype”

Gallagher, J. R., Avgoustopoulos, R. E., et al.

AI & SOCIETY — Sept 2024

ACADEMIC ACTIVITIES

Presenter

- English Graduate Organization Utopian Studies Conference, University of Florida
- Geologies of Sex Conference, University of Alabama Huntsville
- Southern Writers/Southern Writing Conference, University of Mississippi
- Utopia in Crisis Conference, University of Alabama Huntsville
- College English Association Conference, Hilton Head SC (Canceled due to COVID-19)

Attendee

- Southeastern Milton Seminar, University of Alabama
- Alain Badiou Symposium, University of Alabama Huntsville
- Peck Research on Writing Symposium, Middle Tennessee State University
- Alabama Symposium, University of Alabama Birmingham
- Conference on College Composition and Communication, Chicago IL — Feb 2023

ACHIEVEMENTS

- Outstanding Graduate Achievement Award — UAH English — Apr 2019
- Phi Kappa Phi Honor Society, UAH Chapter — Apr 2017
- Sigma Tau Delta Honor Society, UAH Chapter — Apr 2017

SKILLS

- Technical writing, UX writing, and editorial expertise
- Microsoft Office (Word, PowerPoint, Excel); Google Workspace
- Adobe Creative Suite: Photoshop, InDesign, Acrobat Pro
- MadCap Flare and Adobe Technical Communication Suite (academic use)
- GitHub (style guide maintenance), WordPress CMS, Trello (project management)
- Zendesk (ticketing), SharePoint, Wrike, Jira, Salesforce (time tracking and project workflows)
- Strong skills in interviewing, directing qualitative analysis, and using Qualtrics
- UX research analysis and accessibility best practices
- Strong verbal/written communication and process design
- Client and stakeholder-facing communication