

JORDAN MIERA

EXPERIENCE

Mountain America Credit Union | March 2020 - November 2022

Technical writer

- Wrote and edited policy and procedural content for internal-facing knowledge base pages.
- Crafted promotional pieces, intranet articles, training materials and other internal communications items.
- Developed and executed communications plans to promote knowledge base, support organizational objectives.
- Worked with multiple teams to create unified messaging and informative content with a positive, consistent tone.

Loans agent

- Started loan applications, addressed questions and provided excellent member/customer service.

CaptionCall | April 2018 - March 2020

Lead mentor/training specialist

- Shared presentations to train people how to use speech-to-text software.
- Assembled materials to evaluate service quality for the deaf and hard-of-hearing community.

The Taos News | April 2015 - November 2017

Copy editor (started out as an intern, progressed to full-time copy editor)

- Copy edited newspaper articles, which were published online and weekly in print, while collaborating with the managing editor, reporters and other editorial staff.
- Ensured content followed Associated Press (AP) and local style guidelines.
- Wrote and shot articles and multimedia content for the newspaper and special sections.
- Worked with the community and event organizers to put together various sections, like community announcements, visual arts event-related highlights, volunteer opportunities, calendar of events and more.

Mobile Nations/AndroidCentral.com | December 2013 - October 2014

Freelance hard news reporter, feature writer

- Wrote hard news and feature stories, such as “best apps” and how-to articles; developed multimedia components.

EDUCATION

Brigham Young University, Provo, Utah | 2008 - 2015

- Bachelor of Arts: Communications (emphasis in journalism); Spanish minor

SKILLS AND CHARACTERISTICS

- Exceptional verbal and written communication skills
- Proficient with Microsoft Office/Microsoft 365 applications
- Intermediate/advanced Spanish fluency
- Works well individually and with a team
- Excellent organizational skills