

LILLIAN HOANG

presentlhhoang.wixsite.com/lillian-hoang

EXPERIENCE

Lead Editor, Cram Crew | Aug 2023 – Oct 2025

- Reviewed and designed 1700+ resumes, essays, appeals, and letters of continued interest via Adobe InDesign, Microsoft Word, and Google Docs for clients throughout their college application processes.
- Managed a queue of 450+ time-sensitive documents by editing or delegating them to teammates to meet deadlines.
- Wrote and proofread company content, including a blog post on collegiate degrees for our website, along with a PowerPoint on creating resumes for local college students.

Document Processing Clerk, Scott & Associates, P.C. | April 2023 – July 2023

- Implemented phishing attack simulation training to uphold client confidentiality by reporting suspicious messages.
- Analyzed and submitted receipts of legal documents into firm's case management system.
- Prepared legal documents for shipping by utilizing office's copier.

Communication Assistant, University of Houston College of Education | Dec 2019 – April 2023

- Wrote articles spotlighting faculty, staff, and student success, such as earning Association for Psychological Science's recognition.
- Generated Facebook, LinkedIn, Twitter, and Instagram content to apprise 9000+ followers of awards and research faculty, staff, and students earned or authored.
- Developed a storyboard for a video celebrating a colleague, writing instructions for interested participants on how to contribute, including how long their filmed submission should be.

Staff Reporter, OutSmart Magazine | Jan 2020 – April 2023

- Wrote monthly print and online publications about Houston LGBTQ+ community for an audience of 29000+.
- Pitched story ideas after contacting local LGBTQ+ leaders and organizations through email, phone, and Messenger to learn about current or future projects and events.
- Assisted managing editor with proofreading drafts of contributing writers by double-checking and fact-checking details and wording via Google and Associated Press Stylebook.

Writer/Editor, University of Houston Kathrine G. McGovern College of the Arts | Jan 2017 – Dec 2019

- Addressed questions interviewees had about article production process by confirming answers with manager before sending clarifications to inquirers and encouraging them to reach out if they had follow-up queries.
- Wrote and edited 50+ articles highlighting faculty, alumni, and student achievements, including becoming an artist-in-residency program director.
- Edited newsletters, advertisements, and brochures for seven UH schools and centers to raise awareness of services institutions offer.

EDUCATION

B.A. in Journalism Print/Media, Summa Cum Laude, University of Houston | May 2020

SKILLS

- Computer Skills:* Adobe InDesign, WordPress, monday.com, Google Docs, Microsoft 365
- Soft Skills:* Communication, Time Management, Organization, Adaptability, Teamwork, Problem-Solving