

Laura Dugan

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SUMMARY

I am an experienced communications professional with a track record of success in federal contract work since 2005. I am passionate about the art of effective communication and enjoy the challenge of finding the right words for each unique project. I am looking for the next phase of my career, one that will not only allow me to further enhance my communication skills but will also enable me to have a positive impact on the world.

PROFESSIONAL EXPERIENCE

Clearpath Learning Group **3/2024 – present**

QA Specialist – Contract (Remote Position)

Provide QA reviews and testing of AWS-focused trainings, including storyboards, narration, and digital trainings.

AM Innovative Design **3/2024 – present**

Marketing & Communications Specialist – Contract (Remote Position)

Support marketing and communications efforts for a new business including establishing branding, writing website copy, coordinating with partner organizations, and communications planning.

Swingtech **8/2021 – 03/2024**

Technical Editor/Team Lead (Remote Position)

Provided editing support for a Centers for Medicare & Medicaid Service (CMS) training contract, including editing multiple types of items used in the instructional design process. Served as team lead for acquiring continuing education units for trainings, coordinating application development with document specialists. Led annual in-person training, managing 20+ contributors and providing day-of coordination.

Accomplishments:

- “Rookie of the Year” recipient for 2022.
- Comment from an in-person training moderator: “Thanks for making what is complex look really easy to the observer. That is the kind of magic that is hard to capture.”

CORMAC **10/2015 – 8/2021**

Lead Communications Specialist (Remote Position)

Led outreach efforts to health care providers as part of a CMS contract. Responsible for managing a help desk that monitored five CMS email addresses. Updated multiple CMS web pages via Drupal. Supervised three employees, coordinated work with subcontractor, and served as back-up to project manager.

Accomplishments:

- Merit award winner Dec. 2020 and Employee of the Month for Jan. 2017 and Feb. 2019.
- Implemented team building/employee engagement activities for project team.

Livanta, LLC

6/2014 – 10/2015

Communications Lead – Area 1 (Remote Position)

Provided daily communications and outreach support to stakeholders in eleven states as part of a CMS contract. Promoted the company's services via in person and online training. Composed monthly reports, quarterly deliverables, and educational materials.

Accomplishments:

- Provided well-received educational presentations to a variety of states in the northeast.

McCormick Taylor

4/2013 – 6/2014

Communications Specialist (In-Office Position)

Provided communications support to several transportation contracts through writing, editing, and website project management. Interfaced with clients to determine communications needs and ensure that deliverables are met in a timely manner.

Accomplishments:

- Coordinated the development and launch of www.TalkPATransportation.com.

Health Quality Innovators

12/2011 – 4/2013

Communications Lead (Remote Position)

Provided communications support to national network of CMS-funded organizations. Acted as project manager/administrator for multiple websites. Reviewed contract deliverables, composed roll-up reports, and interfaced with federal task leader.

Accomplishments:

- Led efforts for creation of new website, including writing website copy and providing input into site structure and functionality.

FREELANCE EXPERIENCE

Theatre Harrisburg: Stage manager, 2011-present (www.theatreharrisburg.com).

Capitol Technology University: Blog ghostwriter, 2019-2022 (www.capttechu.edu/blog).

The Burg News: Freelance Writer, various articles, 2016-2019 (www.theburgnews.com).

Open Stage of Harrisburg: Playwright, *Little Women*, June 2018.

EDUCATION

Master of Science in Professional Writing, 2005, Towson University

- Graduated Summa Cum Laude with a 4.0 GPA.

Bachelor of Science in Software and Internet Applications, 2003, Capitol Technology University

- Named Avrum Gudelsky scholar for academic excellence. 3.98 GPA.