

Chidinma Egesia

Silver Spring, MD • cegesia@gmail.com • 240-413-8113

Education

University of Maryland, College Park, MD
Bachelor of Arts, Communications. GPA-3.36
Montgomery College, Rockville, MD
Associate of Arts, Communications. GPA-3.53

August 2019-May 2021

August 2017-May 2019

Experience

Knorr Brake Company- Westminster, MD
Technical Writer, Jr.

2023-Present

- Developed maintenance manuals for new projects according to contract requirements.
- Reviewed applicable Engineering Change Notices (ECNs), Field Modification Instruction (FMIs), Field Problem Resolutions (FPRs), and Request for Engineering Changes (RECs) and determined the effect on previously published manuals.
- Conducted peer review of manuals, IPCs, and SBUs developed by the Technical Writer(s).
- Coordinated illustration development with the Technical Illustrator(s).

Herson’s Auto Group- Rockville, MD

Business Development Center Sales Agent

2021-2023

- Answered inbound phone calls and completed outbound phone calls.
- Reassigned internet leads and responded to inquiries in a timely fashion.
- Answered customer queries and assisted in customer decision-making
- Scheduled customer appointments and disclosed terms of sales.
- Maintained client database to create lasting relationships and repeat business.

U.S. Consumer Product Safety Commission- Bethesda, MD

Administrative/Communications Intern

2019- 2021

- Collected and organized information required for drafting press releases/recall notices.
- Coordinated publication of press releases and corresponding social media posts to various sources using curated mailing lists.
- Managed and assisted with various paid safety campaigns.
- Maintained and tracked inventory for safety campaign materials.
- Created and updated standards of operation documents (SOP) for various activities and office procedures.
- Assisted with administrative duties including filing, copying/scanning documents and receiving inbound calls.

NVT Staffing- Falls Church, VA

Residential Concierge

2019-2020

- Established and maintained positive relations with residents and guests.
- Managed resident package receiving, logging, distribution, and reports.
- Organized move-ins/outs by scheduling elevators, loading docks and carts.
- Assisted residents locked out of units with reentry.

Courses

Coursera- Bookkeeping Basics (in progress)

Skills & Interests

Technical: MS Office Suite, Adobe Acrobat, Google Workspace, Drupal, SharePoint, Building Link, Yardi, FOCUS (Reynolds and Reynolds), expanding and managing mailing lists, verbal and written communication skills etc.

Individual: Interpersonal communication skills, time management, detail-oriented