

DAWN MADURA

www.linkedin.com/in/dawnmadura

SUMMARY

A creative and detail-oriented data professional with vast expertise in data validation, analysis, research, content moderation, marketing, customer service, project portfolio management, budgeting, accounting, training, recruiting, classroom and small group instruction, technical troubleshooting, basic computer hardware and software repairs, and audio-visual equipment set-ups. Proven capabilities in proofreading, editing, technical writing, blogging, and website and social media content development and management. Excels at prioritizing multiple competing tasks in fast-paced environments, consistently achieving deadlines. Serves as a key contributor to the ongoing success of an organization.

EXPERIENCE

LEGACY.COM, Chicago, Illinois / Remote

Data Specialist, 2021-2024

- Researched, captured, planned, prepared, audited, and executed data-related tasks by utilizing various utilities, databases, and online programs to discover, clean, enrich, and validate data related to funeral homes or obituary content.
- Refined existing processes and supported new products and initiatives.
- Collaborated heavily with other internal departments to plan, prepare, and execute data-related tasks and special projects.
- Troubleshot data quality issues and audited data on a regular basis to ensure data was accurate, along with maintaining error-free spreadsheets.
- Maintained internal systems to ensure data was streamlined and up to date.
- Verified and delivered advertiser obituaries to various newspaper portals throughout the U.S.
- Input, validated, and updated run date changes for obituary newspaper drops due to holiday or priority schedule modifications.
- Assisted in a variety of unscheduled and unplanned tasks, assignments, and projects involving proofreading and updating training materials and courses, creation of guidelines and instructions, and reporting of new initiatives or technical issues to team members, along with mentoring and training team members on process changes and updates.

LEGACY.COM, Chicago, Illinois / Remote

Content Screener, 2018-2021

- Examined text and photos of online guestbook entries to determine if content was appropriate for posting, along with screening newspaper and funeral home obituary notices to ensure content was accurate and formatting met company standards.
- Demonstrated thorough and comprehensive problem-solving, proofreading, and editing skills, along with swift and sound judgment under strict and short deadlines.

APPEN, Bellevue, Washington / Remote

Social Media Evaluator, 2017-2018

- Evaluated, rated, and reviewed web content, using annotation tools.
- Analyzed the quality and relevance of social media content, including news feeds, advertisements, and search results.

ADDITIONAL EXPERIENCE

DUNELAND SCHOOL CORPORATION, Chesterton, Indiana, **Liberty Elementary School, Instructional Aide**, 2014-2016. **Tech Aide**, 2014

PURDUE UNIVERSITY NORTH CENTRAL, Westville, Indiana, **Information Services (IS), Help Desk Communications Coordinator**, 2010-2014. **Information Services, Student Computer Lab Coordinator**, 2005-2010

UNIQUE REPAIR SERVICE, Arlington Heights, Illinois, **Marketing and Sales Director**, 2003-2005

HSBC (Formerly HOUSEHOLD INTERNATIONAL), Prospect Heights, Illinois, **Production Manager, Household Finance Portfolio Marketing**, 2001-2003. **Account Manager, Household Retail Services Sales**, 2000-2001. **Portfolio Administrator, Household Retail Services Sales**, 1999-2000

NORTHWESTERN UNIVERSITY, WEINBERG COLLEGE OF ARTS AND SCIENCES DEAN'S OFFICE, Evanston, Illinois, **Accounting Assistant**, 1998-1999

ARLINGTON PARK HILTON AND CONFERENCE CENTER, Arlington Heights, Illinois, **Auditor**, 1998

BAKER & MCKENZIE, Chicago, Illinois, **Billing Coordinator**, 1996-1998

PURDUE UNIVERSITY CALUMET, Hammond, Indiana, **Accounting Clerk in Business Administrator of Student Services**, 1993-1995. **Accounting Clerk in Fiscal Operations, Teller in Bursar, Student Worker**, 1989-1993

ENTREPRENEURIAL EXPERIENCE

WOLF MOON DAWN (dawnmadura.com), **Blogger / Freelance Writer**, 2017-2020

EDUCATION

PURDUE UNIVERSITY NORTHWEST, Hammond, Indiana

M.A., Communications

B.S., Double Major in Marketing and Management

A.S., Business Administration

CERTIFICATIONS

Fundamentals of Technical Writing, PURDUE UNIVERSITY NORTHWEST, 2012

Webmaster Certificate, PURDUE UNIVERSITY NORTHWEST, 2010

COMPUTER SKILLS

Slack | Jira | Microsoft Office Suite including OneNote | Teams | WordPress | Macromedia Dreamweaver | Everything HelpDesk | Remedy | PeopleSoft | Bomgar Remote | Blackboard Learn | Blackboard Vista