

BENJAMIN BASAN

EDUCATION

Ph.D. (ABD) | English Literature | University of Iowa | 05/2016

MA | English Literature | University of Iowa | 12/2009

BA (Hons) | English Literature & Critical Theory (with German) | London Metropolitan University | 06/1998

KEY SKILLS

Technical process/UX writing | Proofreading & editing | Style manual adherence (Chicago, MLA, AP, Apple, Microsoft, etc.) | Process analysis & development | Structuring data | Data analysis | Project management | Teaching & education | OS ambidextrous: macOS, Windows, iOS, Android | MS Office (Word, Excel) | Languages: English, Japanese, German

PROFESSIONAL EXPERIENCE

Writing, Editing, Proofreading

Design QA Editor | Epiq | Remote | 10/2021–Present

Associate Design QA Editor | Epiq (contract) | Remote | 12/2020–10/2021

Primary role is a QA editor of class action and breach legal notices and websites, settlement disbursements, and other court and mandated communications. Added lead responsibilities in developing a process and tools for auditing outgoing mail for a major client and developing a template and management system for department-wide SOPs.

Achievements

Editing & Proofreading

- Proofread and edited for accuracy, clarity, and concision legal notices, websites, and other forms of legal communication (primarily in class action suits).
- Delivered consistent results regardless of turnaround time.
- Utilized in-house and other style guides (as needed) to ensure consistent results for each client.
- Created paths for skill development for teammates.
- Forged clear communication channels between multiple teams to ensure time-sensitive projects met short- and long-term goals and deadlines.

Technical writing

- Developed template, quality guidelines, taxonomy, and maintenance schedule to ensure clearly written, easily referenced, and scalable standard operating procedures (SOPs).
- Shadowed SMEs to learn design processes and author new SOPs.
- Rewrote existing SOPs for improved clarity, usability, and interoperability.
- Led SOP writing training.

Mail audit process

- Developed mass mail auditing process to improve mailroom efficiency and accountability.
- Established relationships with key figures in multiple departments and divisions.

Writing, publishing, & education consultant | Iowa City, IA/Alpharetta, GA | 01/2001–2010, 08/2018–Present

Writer/technical writer, editor, proofreader, and private tutor.

Achievements

- Edited and proofread 2 academic books, 10+ articles, and 2 dissertations (citations available).
- Wrote and managed correspondence and negotiation of personal claims cases.
- Taught professional business and academic writing.
- Rewrote and optimized code, and redesigned graphics for web-based academic journals.

- Developed university reading, writing, and literature curricula for non-standard learners (refugees, bilingual learners, adult learners).

Ph.D. Dissertation | University of Iowa | Iowa City, IA | 07/2011–12/2016

Ph.D. dissertation on 20th and 21st century ideas of the future city.

Achievements

- Wrote four-chapter dissertation on ideas of the future city and future technology.
- Developed theses from synthesis of cross-disciplinary research from fields of information technology, social sciences, film criticism, art and art history, and literature.
- Presented research at conferences such as CCP, ACLA, and A&G.
- Completed all requisite graduate coursework (3.9 GPA).

Assistant Editor | *Factorial* | Remote | 01/2005–08/2008

Assistant editor of print journal dedicated to Japanese poetry in translation. Edited essays and long-form content, developed website and database, and managed subscriptions.

Assistant Editor | *The Iowa Review Web* | University of Iowa | Iowa City, IA | 08/2004–09/2006

Assistant editor of online journal/magazine of electronic literary arts. Edited and curated content (essays, interviews, and creative works); Managed website and published issues; Developed and implemented multi-year publication roadmap; Promoted the journal through relevant social networks.

Literary Publications Web Editor & Technical Liaison (RA) | Project on Rhetoric of Inquiry (POROI) | University of Iowa | Iowa City, IA | 08/2004–05/2007

Designer and maintainer of content for department website and three online literary journals. Project advisor for transition to content management system (Joomla!).

Associate, Program Learning and Design | Berlitz Japan | Tokyo, Japan | 06/2000–06/2004

Writer of business proposals and training curricula. Main clients were Goldman Sachs, Morgan Stanley, J.P. Morgan, McKinsey, and Accenture.

Teaching

Adjunct Professor | Kirkwood Community College | Iowa City, IA | 08/2016–12/2018

Teacher and designer of composition, reading, and English Language Acquisition (ELA) classes. Mentor and educational guide for refugees, English Language Learners, and other adult non-standard students. Maintained classes through proprietary LMS.

Teaching Assistant, Interpretation of Literature & Rhetoric | University of Iowa | Iowa City, IA | 08/2005–05/2014

Teacher and designer of general education classes in literature and rhetoric. Maintained classes through various LMSs.

Adjunct Professor – William Penn University | Online | 01/2012–05/2012

Designed and taught an online associate degree class called Public Speaking & Presentations. Maintained class through Blackboard.

CERTIFICATIONS

SEO Expert | LinkedIn | May 2020

Technical Writing: Reports | LinkedIn | May 2020