



Priscilla S. Ferguson

P.O. Box 74, Hurst, Texas 76053-0074
Phone: (817) 504-8441 • email: info@priscillaferguson.com

Writing Samples: www.priscillaferguson.com

Content Writing, Editing, Proofreading, Teaching & Marketing

Professional Experience

Writing Solutions That Rock, Euless, TX January 2018 - Present
Independent Contractor / Freelance Writer

- Teaching English as a second language
- Offering contracts for teaching, proofreading, editing, content creation, and research writing
- Marketing

Chris Hartung Consulting LLC, Euless, TX August 2009 – May 2014
Administrative / Writing Assistant

- Edited article, "Backcast Budgeting", published in Texas Town and City Magazine (May 2010)
- Assisted with administrative duties
- Edited profiles and advertising brochures
- Presented all-day ethical communication and conflict management seminar for local government client

Creative Incentives, Euless, TX January 2001 – October 2008
Owner/ Incentive Consultant

- Assisted Texas public sector human resource departments to recognize and reward employee achievement
- Created customized incentive programs to target improvement in areas of management concern: absenteeism, employee retention, and safety.
- Driving accidents were reduced by 60% resulting in lower insurance premiums and absenteeism reduced by 48%
- Awarded cruise to Cancun, Mexico in 2003 from gift supplier for training on incentive sales and the use of tailored programs at their regional meeting.
- Obtained highest total sales of gift merchandise in a regional area

Nortel Networks., Richardson, TX October 1999 – January 2001
Installation Coordinator

- Wrote procedure manual for team cross-training for network adds, moves, and changes later adopted by Nortel's second largest customer, Sita of the Americas, in Las Colinas, TX
 - Coordinated technical installation scheduling for Nortel's Passport ground-to-air communication system for Sita's customer AMR/Sabre's router, server, and software upgrades
 - Introduced site access procedure for installers that reduced hold time for engineering assistance from as long as 1 ½ hours to as little as 10 to 15 minutes
 - Awarded a cruise in October 2000 as a recipient of Nortel's Top Tier Pride Award, "Leading by Example" for providing outstanding customer service to our client
-

Education

Ashford University, Clinton, IA May 2013
Master of Business Administration (Marketing Specialization) (GPA – 3.83)

Ashford University, Clinton, IA January 2011
Bachelor of Arts in Communication Studies (GPA – 3.87)

Honors – Golden Key International Honour Society – Ashford University Chapter

Community Involvement

Gateway Church, Southlake, TX

November 2013 – Present

Member / Event Assistant

- Assist with assimilation during scheduled events
- Build supportive relationships with visitors

