

Taya Ross-Altman

Marketing Operations • Technical Communications • Digital Content

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Core Skills & Tools

- Proposal & document lifecycle management
- Brand governance & quality assurance
- Technical writing, editing & proofreading
- Client-facing communications
- Cross-functional coordination
- Website & intranet management (WordPress, CMS, HTML basics)
- Visual design (Canva expert; Affinity learning; Adobe familiarity)
- Marketing & internal communications
- Microsoft Office (Word, Excel, PowerPoint)
- Ajera • Newforma

Experience

Evergreen Engineering, Inc.

Marketing Administrator / Technical Writer | July 2024 - December 2025

- Owned the full lifecycle of client proposals from intake through final submission across multiple engineering disciplines.
- Served as final quality assurance reviewer for all client-facing documents, ensuring clarity, accuracy, formatting consistency, and brand alignment.
- Managed and maintain the public website and internal intranet.
- Developed branded marketing materials, templates, and graphics for print and digital use.
- Updated and standardize employee resumes and professional profiles.
- Acted as a central coordination point between leadership, marketing, and technical teams.

Front Office Administrator | April 2024 - July 2024

- Managed front desk operations, phones, and visitor coordination.
- Supported administrative workflows while increasingly contributing to proposal, documentation, and marketing efforts.

Providence Medical Group – Neurology

Patient Services Specialist | 2022–2024

- Delivered high-volume front-desk and phone support with a patient-first approach.
- Ranked in the top 10% for call response metrics; part of a team recognized with the "Wow Factor" service award.

Sod Father Enterprises

Executive Assistant | 2020–2023

- Supported operations, scheduling, accounting, and vendor coordination.
- Improved efficiency by 25% through redesign of filing and invoicing systems.

Education & Certifications

Bookkeeping Certificate — College of the Redwoods

3.98 GPA | Excel, Business Law, QuickBooks

Continuing Education: Canva Design School; LinkedIn Learning (visual design, communication)