

**Yuxiao R. Meng**

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**EDUCATION**

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**Smith College**, Northampton, MA

B.A. May 2019 Major: Comparative Literature GPA: 3.87

**Languages:** Chinese (fluent), English (fluent)

**WORK EXPERIENCE**

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**ICF Next**

**Remote (Washington, DC)**

IT Communications Specialist

May 2023-Present

- Develop communications products to educate and inform end users at the Centers for Medicare & Medicaid Services (CMS) about upcoming changes in accessible plain language
- Draft banner copy for the campaign carousel, maintaining timely and relevant front page content on CMSConnect, CMS' internal IT hub
- Create and update knowledge articles covering internal processes, software usage instructions, and general intranet guidance

**TJX**

**Remote (Framingham, MA)**

IT Communications Specialist

May 2021-March 2023

- Develops communications strategies and approaches for small, medium to extra large/complex change management efforts and projects for both IT and Business audiences
- Consults with key requestor(s) to identify the nature of change, define the target audience, support creation of a communications plan, and leverage the most effective form of delivery for the messaging
- Facilitates and develops material for IT Leadership meetings and events
- Supports business change readiness activities related to internal IT transformation projects (training, communications, and change management support)

**Shareity Inc.**

**Boston, MA**

Outreach and Communications Specialist

March 2020-May 2021

- Managed ongoing campaigns, communicated project requirements to internal developers and designers, and served as a liaison between internal and external partners
- Oversaw intern program from recruitment to onboarding to task assignment
- Supported business development, including drafting LinkedIn and email outreach to source leads
- Directed marketing and branding efforts, including social media marketing and website redesigns
- Drafted copy as needed for social media, website content, job postings, and internal communications

**MISCELLANEOUS**

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**Self-Employed (<https://www.xiaoxiaomeng.com>)**

Freelance Writer, Editor, and Translator

June 2017-Present

- Wrote blog and site content for businesses across industries such as technology, education, marketing
- Edited long and short-form content and translated from English to Chinese and Chinese to English in both professional and personal contexts

**Skills:** SharePoint, Business Change Management, HubSpot, Market Research, Content Strategy, Translation, SEO, Communication, InDesign, Content Writing, Editing, Power Apps, 508 compliancy, AMAZE