

Kellie McDermott, B.A. English Professional Writing, 2016

By Lauren Groves, Page Harrison, Anna LaMure, & Madelyn Chambers

Training and Documentation Consultant, HealthTech Solutions

“An English major opens up so many doors for your future; make sure you explore them.”



Kellie McDermott graduated from Western Kentucky University in 2016 with a bachelor's degree in Professional Writing and a minor in Sociology. While pursuing her degree, she interned with the [Society for Values in Higher Education](#), took courses from multiple areas within the department, networked with professors, and wrote in her spare time. McDermott was also a finalist in the [Jim Wayne Miller Celebration of Writing](#) contest.

McDermott loved being part of the Department of English because of the diverse options for concentrations and courses. “I changed my major and minor several times but always kept it within the English major,” said McDermott. “I think every class led me to where I am today. I would not be where I am today without every part of my past experience.”

After graduating in 2016, McDermott immediately began working for [Piramal Pharma Solutions](#), a pharmaceutical contract manufacturer, as a Technical Writer. In 2017, she became a Senior Technical Writer for [Conduent](#), a technology-based business process services company. There, McDermott developed a user manual, project documentation, and an entire training program for clients on the AgileCourt software program. McDermott's success at Conduent led to her current position. “My boss left for a different job in Frankfort,” said McDermott. “When he found out his new company needed a technical writer and trainer, he recommended me. I took my current position with HealthTech Solutions as a Consultant, Technical Writer, and Lead Trainer from his recommendation.”

At [HealthTech Solutions](#), McDermott is a consultant, technical writer, and lead trainer. “I consult on many different state and federal projects,” said McDermott. “I write, edit, format, and perform quality assurance on many different documents: policies, procedures, proposals for internal, state-level, and federal-level projects.” She is also responsible for creating training programs for company employees and HealthTech’s clients.

McDermott loves her job at HealthTech, and she values the opportunity to use her degree in the way she hoped to as a Professional Writing student. “While at WKU, I wanted a career full of variety, travel, and that made me feel like I was making a difference. I also desired something that allowed me to combine my passion for writing and teaching. This is exactly what I have at HealthTech Solutions.”

When she isn’t at work, McDermott enjoys traveling and spending time with her family. She is currently creating a multi-grade home school curriculum for her children, and she practices writing on a regular basis. McDermott has published her academic writing in *Soundings*, the journal of the Society for Values in Higher Education.

McDermott advises current English students to remember the importance of networking and to never underestimate what powerful resources their professors can be. “Keep your LinkedIn and any other professional profiles current, and network; this is how I have gotten my current job and how I maintain my clients as a contractor,” said McDermott. McDermott knows the importance of going above and beyond to establish yourself in the workplace, and she knows that English majors have the skills to do the same.

