

JAYM GATES

Author • Editor • Designer

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SKILLS

Professional: copywriting; technical writing; creative writing; copyediting; editorial development; marketing; community management; conflict resolution; public speaking; blog management; creative project direction; customer service; event management.

Technical: Amazon S3 services; Adobe, OpenOffice, and Microsoft product suites; copywriting; Google services; social media management; WordPress; Kanban-style project management software (Leankit, MavenLink, etc); Agile project management.

WORK EXPERIENCE

Senior Technical Editor

Bluetooth SIG

- Managing documentation and processes for the Specification Team.

Manager, Technical Documentation

BitTitan

- Created and managed the Technical Documentation team.
- Created educational material for product and engineering teams.

Publisher & Editorial Manager

Green Ronin Publishing, 2017-2020

- Managing and coordinating the editorial stage of all company projects.
- Hiring and managing new contractors.
- Overseeing projects from start to finish, through multiple stages, and under tight deadlines.
- Acquiring and developing new projects for publication.

Social Media and Public Relations Manager

Freelance, 2009-Present

- Developed communications and social media plans.
- Created crisis response strategies.
- Wrote, edited, and managed publications, including newsletters, magazines, and books.

Project Manager & Editor

Kirkus Editorial, 2017-Present

- Developmental Editor for Amazon and Kirkus Direct.
- Project Manager for multiple Amazon client projects, working one-on-one with Amazon PMs.
- Assisted in developing new management process for Amazon developmental production.

Project Manager

Amazon, 2016-2017

- Project lead for Amazon Publishing's largest line, overseeing up to twenty-five separate projects.

- Improved efficiency, communication within imprint and with contractors and service providers.
- Assisted in creating new internal asset-management resources and training documentation.
- Led production launch on new projects and initiatives.

Media Coordinator

Uplift Aeronautics/Syria Airlift Project, 2014-2016

- Landed substantive stories with major news outlets, including BBC, Fox, and the AP.
- Trained and directed volunteers and interns.
- Created and enacted comprehensive social media guidelines and strategy to grow followership and increase engagement, as well as preventative social media security plans to protect against known terrorist and hacker threats.
- Managed conflicts as they arose within a diverse, multi-national team interfacing with a rapidly-evolving political situation.

Communications Director

Science Fiction and Fantasy Writers of America, 2011-2015

- Managed and represented the interests of over 1800 authors and other professionals to major news organizations, publishers, libraries, schools, government organizations, conventions, and Hollywood as the public voice of the organization.
- Anticipated and resolved public relations crises.
- Landed feature stories in notable print and digital publications, including the Washington Post, Slate, Glamour, the LA Times, and NPR.
- Spearheaded the organization's partnership with DARPA and other public organizations.
- Led the development and implementation of wide-spread foundational communication and safety policies that have been adopted throughout publishing and pop culture spaces.

General Manager

Single Cell Productions, 2010-2015

- Managed the Southeast's largest underground entertainment company.
- Oversaw hiring, discipline, and development of 70+ performers, vendors, and general staff.
- Resolved conflict and implemented new policies to mitigate problems.