



HOLLY HILLIARD

W R I T E R

EDUCATION

North Carolina State University

Master of Fine Arts in Creative Writing, 2019

- Won the Robbie S. Knott Scholarship in Fiction Writing.
- Won the James Hurst Prize for Fiction.

Duke University

Bachelor of Arts in English, minor in music, 2013

- Earned Highest Distinction in Creative Writing.
- Graduated *Summa Cum Laude* and a member of Phi Beta Kappa Honors Society.

VOLUNTEERING

Humane Animal Rescue of Pittsburgh

Nursery Volunteer, 2024-Present

Three Rivers Birding Club

Social Media Coordinator, 2023-Present

Feminist Bird Club of Madison

Engagement Committee Member, 2022-2023

SKILLS

- **Applications:** Microsoft Office Suite, G-Suite products, Zoom, Outlook
- **CRM & Marketing:** ZenDesk, Guru, MailChimp, Substack
- **Design Programs:** Adobe Creative Suite, Canva

CONTACT

✉ hilliardwrites@gmail.com

📍 Pittsburgh, PA

🌐 hollyhilliard.com

PROFESSIONAL PROFILE

I'm a detail-oriented proponent of the Oxford comma with over 12 years of professional writing and editing experience. From customer-facing explanations of legal policies and procedures to government grants for arts nonprofits, I've written materials for a wide range of industries and clients. Since 2021, I've worked as a freelance editor, writer, and educator while also completing a novel and a short story collection. I am deeply organized, conscientious, and self-motivated.

RELEVANT WORK EXPERIENCE

Grant Writer

Aug. 2024-Present

Film Pittsburgh (*Pittsburgh, PA*)

- Applied for over \$1 million in grant funding from private foundations and government entities in 6 months.
- Track grant progress and write final reports.
- Write and edit donor solicitations, press releases, op-eds, program guides, website posts, and sponsorship materials.

Adult Arts Instructor

Aug. 2021-Present

Madison School and Community Recreation (*Madison, WI*)

- Teach and develop curriculum for creative writing courses geared toward adults in the community.
- Use a variety of instructional methods, including both Zoom and in-person classes, group workshops, in-class writing, critical reading, group discussion, and peer-to-peer feedback.

Legal Operations Manager

Nov. 2016-Aug. 2021

Etsy, Inc. (*Brooklyn, NY*)

- **Communications:** Wrote and managed all internal- and external-facing documentation for the Legal Response & Enforcement Team, including ~200 customer-facing email templates as well as articles on help.etsy.com that averaged 44,000 views each per year.
- **Customer service:** Responded to legal complaints and customer service inquiries. Worked with representatives from law enforcement agencies, attorney general offices, and the BBB to handle concerns on the Etsy.com site.
- **Training:** Developed a 4-week New Hire Training curriculum and led individual and group training sessions over video.

Literary Assistant

Jan. 2014-July 2016

Sterling Lord Literistic, Inc. (*New York, NY*)

- Read and edited client manuscripts and prepared materials for submission to publishing houses.
- Managed day-to-day needs of over 250 active clients.
- Drafted licenses for third-party use of clients' material and sold subsidiary rights to clients' books.