

# GRACE COLL

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**Summary:** Highly motivated Boston College MSW candidate with expertise in optimizing user experiences across digital platforms. Combines UX design expertise with a deep understanding of human behavior and systems.

## PROFESSIONAL EXPERIENCE

### Freelance Editor | Jonathan Haidt and Zach Rausch

REMOTE | MAY 2023 – AUG 2023, MAY 2025 – JUL 2025

- Recognized as a “super-editor” by the author of *The Anxious Generation* and *The Amazing Generation*.

### Instructional Designer | Bay Cove Human Services

BOSTON, MA | OCT 2022 – AUG 2024

- Built an interactive database of hundreds of learning resources dedicated to the workforce development of 2,000 human service workers.
- Designed and launched a mentorship program for internal workforce development.
- Implemented employee listening surveys and presented findings leadership to drive organizational strategy.
- Served as a ‘Bay Cove Responder’, volunteering to support staff who experienced trauma.

### Customer Success Analyst | Comscore (formerly Shareablee)

REMOTE | MAY 2021 – SEP 2022

- Cultivated 50+ client relationships, including FOX, Meta, NBC and TIME. Delivered 18+ custom reports every month and served as the point of contact for troubleshooting, reporting, and demos.
- Built daily reports to the NBC Sports marketing team during Beijing and Tokyo Olympics, driving cross-platform strategy.
- Enabled a smooth acquisition by onboarding a new team and leading 20+ Comscore relationships within 1 month.

## INTERNSHIPS

### MSW Intern | Wellesley High School

WELLESLEY, MA | JAN 2025 – JUNE 2025, AUG 2025 – PRESENT

- Offered clinical services to high school students through the Bridge program and the Cornerstones program.
- Collaborated with a parents, students and school staff to serve student mental health and academic success.

### MSW Intern | Boston College University Counseling Services

CHESTNUT HILL, MA | AUG 2024 – DEC 2024

- Led a semester-long Mindful Self-Compassion therapy group for six Boston College students.

## EDUCATION

### Boston College

CHESTNUT HILL, MA | Anticipated

Graduation: MAY 2026

Master of Social Work

### University of Connecticut

STORRS, CT | SEP 2017 – MAY 2021

BA in Digital Media Design

BA in Communication

GPA: 3.9

### University College Dublin - Abroad

DUBLIN, IRE | JAN 2020 – MAY 2020

## VOLUNTEER EXPERIENCE

### American Rescue League

BOSTON | JUL 2022 – JAN 2023

### UConn HuskySport

STORRS | SEP 2019 – JAN 2020

## ADDITIONAL CREDENTIALS

### iPEC Coaching Course

IPEC COURSE | JUL 2024

- 30 ICF accredited coaching hours.

### Google UX Certificate

COURSERA | FEB 2024

- 200+ hours of instruction, and 3 full UX Design Projects.

## TECHNICAL SKILLS

**Design:** Adobe Creative Cloud (Photoshop, Illustrator, InDesign, Premiere Pro), Figma, WordPress, Canva, Relias LMS

**Project Management:** Atlassian Cloud (Jira, Confluence, Trello)

**Data Analytics:** Jamovi, SPSS, Excel

**Social Media Management:** YouTube, Facebook, Instagram, Twitter, TikTok, Hootsuite, Comscore