

*Dynamic and Accomplished Senior Technical Writer*

## ANALYTICAL SKILLS ■ TECHNICAL COMMUNICATION ■ COMMUNICATION SKILLS

I am a skilled technical communicator with over 23 years of experience, and with the proven ability to analyze complex information and communicate it simply. My ideal company is one that offers a valuable service to its customers through quality products and is driven by a clear vision for its future. This includes caring about the user experience through documentation and guidance. Technical writing combines my three passions: my love for writing, my love for technology, and my love for teaching. My current interests include artificial intelligence (AI), cloud computing, Amazon Web Services (AWS), and virtual private services for containerization.

### AREAS OF EXPERTISE

Technical Writing ■ Project Management ■ AWS Cloud Solutions ■ Self-Motivated ■ Software as a Service (SaaS) ■ Commercial Off-The-Shelf (COTS) ■ KB Help Developer ■ Release Notes ■ Team Leadership & Management ■ Communication Skills ■ Simplifying Complex Information ■ Containerization ■ Internet of Things (IoT) ■ Serverless Architecture ■ Relationship Management ■ Industrial Control Systems (ICS) ■ Artificial Intelligence (AI) ■ Machine Learning ■ Chat GPT ■ Perplexity AI ■ Agile Computing ■ Tempo ■ Jira ■ Zoho

**TECHNICAL PROFILE** – Jira | Tempo | Zoho | Agile & Waterfall PLS Methodologies | Adobe - Acrobat | FrameMaker | Photoshop | Premier Pro | Camtasia | Zoom | Interpress Knowledge-Base | macOS | Microsoft Windows 95 - Windows 10 | Microsoft Office Suite | Visio | RoboHelp | SharePoint | Snag-It | XMetal 4.0 | XML | HTML | BASIC | PASCAL

**LANGUAGES** - English | French

### CAREER PROGRESSION

**Senior Technical Writer – Atrium Campus / Essential Data Corporation - Remote**

**2023-Current**

- Authored over 100 comprehensive knowledge base articles and release notes for Atrium's flagship software products, Atrium Admin and Atrium Connect, both hosted with AWS Cloud Solutions. These offerings include mobile credentials and online account management primarily serving educational institutions. Their platform supports a variety of credentials and provides extensive connectivity through standardized automated control systems.
- Achieved full operational proficiency within weeks, contributing to the successful launch of their latest iteration at the Atrium User Conference in Tempe, Arizona. The increased sales were, in part, due to the comprehensive documentation.
- Following outstanding performance at the user conference, I was selected as the principal technical writer for the company. This role is a testament to my leadership and writing skills with a clear recognition of my future potential for the company.
- Produced a high-impact training and sales video demonstration, extending beyond normal duties, to support marketing and sales efforts through visual effects, voiceover, and an audio script. To watch a demo (2m): <https://bit.ly/AtriumDemo>

**Senior Technical Writer – CDC NIOSH / AlphaSix Corporation - Atlanta, GA**

**2019-2022**

NIOSH Edge Computing Platform (NECP) is a virtualized shared-services solution for the National Institute for Occupational Safety and Health (NIOSH).

- *Content Development & Standards* - Developed a comprehensive style guide for the NECP team, aligning with the Microsoft Manual of Style, Federal Government Publishing Style Guide, and internal CDC resources.
- *Legislative Collaboration* - Co-edited and contributed to an appropriations bill for NIOSH, which secured funding following approval by several US senators.
- *Training & Support* - Conducted training for NIOSH staff in Jira, Confluence, Tempo, and other NECP software; produced and voiced training videos targeting diverse audiences.
- *Technical Expertise* - Managed editing of complex hardware and software networking configuration documents; supported end-user testing and technical documentation reviews within NECP.

**Technical Writer - Vertafore / Volt- Seattle, WA** **2011-2013**

- Created a comprehensive video about new technology to lower call volumes for the Senior VP of Product Management.
- *Vertafore Reporting* - Managed the development of a Vertafore cloud-based help system for an Oracle product, simplifying instructions for AI-powered dashboards that track insurance policy metadata.
- *WorkSmart Engage* - Launched inaugural help release with 26 topics, six pages each, and managed the new help system for three web-based service releases, enhancing collaboration between insurance agencies and enterprise-class carriers.
- *BenefitPoint* - Drove online help and documented library for a tool allowing agencies to track benefits.

**Technical Writer - Bill & Melinda Gates Foundation / Volt - Seattle, WA** **2011**

- Successfully produced new online help topics for Windows Phone 7.5 operating system.
- Drove internal HR Benefits website for changes to HR processes.

**Senior Technical Writer - Averro Technology and Business Solutions - Bellevue, WA** **2010 – 2011**

- *Microsoft SharePoint Online Dedicated* - Created a document library for SharePoint 2010 and enterprise customers, including customization instructions for those hosted on Microsoft Azure. Oversaw a comprehensive review involving marketing, editing, and subject matter experts.
- *SeaBright Insurance Company* - Authored a user manual for OnBase system users, focusing on e-mail communications in the commercial maritime insurance industry. Completed 60% of the manual due to budget constraints.

**Technical Writer - Honeywell / Manpower Professional - Seattle, WA** **2009**

- *Honeywell / Alerton Technologies* - Ensured a comprehensive installation guide for commercial HVAC controls configured from a single computer or mobile device (Industrial IOT). Collaborated with multiple writers for the release of the company's flagship product: Envision for BACTalk. Drove all milestones and deliverables completed on time and under budget.

**Senior Technical Writer – Microsoft / Siemens Business Services- Seattle, WA** **2006 - 2008**

- *Microsoft Business Productivity Online Services* - Authored and edited Tier 1 and Tier 2 help topics for tech advisers of enterprise customers including Energizer and Coca-Cola. Created and implemented training videos of internal tools for new hires to better streamline operations.
- *Microsoft Global Help Desk* - Authored and edited self-training videos to lower call volumes to the Help Desk. Realized a reduction in calls to the Help Desk by 13% within first month of introduction.

**Technical Writer - The McGraw-Hill Companies / Kelly IT - Seattle, WA** **2005 – 2006**

- Managed and authored the design specifications for Real Math's V1 help system and produced UI glossaries. The online help and manuals were used by teachers in school districts nationwide.

**Technical Writer - Microsoft / Volt - Seattle, WA** **2002 – 2005**

- *MSN Messenger* - Authored online help in XML for MSN Messenger 7.0, 7.5, and 8.0. Created UI text for two versions.
- *Microsoft Smart Personal Objects Team* - Created the first version of the online Help for the premiere release of MSN Direct.
- *Microsoft Financial Products Group Architecture Team* - Co-authored a technical and legal document, in compliance with federal regulations, regarding the privacy and security of customer financial information. Drove the project to completion 1.5 months ahead of schedule.

**Technical Writer - RealNetworks - Seattle, WA** **2000 - 2001**

**Senior Technical Writer - NetZIP - Atlanta, GA** **1997 - 2000**

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## EDUCATION & CERTIFICATION

**COURSEWORK** – AWS Cloud Practitioner Essentials 2019

**MASTER'S DEGREE** – Theology | Liberty University 2011-2018

*\*\*Graduated with elite honors "High Distinction" at the top 2% at the Master's level. Minimum GPA: 3.95.*

**CERTIFICATION** – Project Management | CompTIA Project + 2005

**CERTIFICATE OF MERIT AWARD** – Puget Sound Society for Technical Communications | RealDownload Help System 2001

**CERTIFICATION** – Systematic Software Testing | Software Quality Engineering 1999

**BACHELOR'S DEGREE** - Psychology - Earlham College 1989-1993