



## ABOUT ME

Technical communications creator and editor with experience in user documentation, instructional and information videos (user onboarding, how-to videos, more), online help, process workflow documentation, and UI/UX product design.

Full-time professional who is earning a graduate certificate in Communication & Technology from Colorado State University.

## Experience

**DOCUMENTATION MANAGER & PRODUCT DESIGN ANALYST**, 1999 – Present  
**Silvon Software Inc. Remote Worker**, Company Based In Oakbrook Terrace, IL

Produce informational and instructional videos, online help, infographics, images, PDF brochures, software implementation documentation, application release documents, knowledge base articles, website content, workflow process documentation, and "What's New?" product resources.

Contribute my UI and wireframe skills to help design new and upgraded features for hosted and on-premise applications. Develop and execute software testing plans.

Progressed to current role from Technical Writer then Sr. Technical Writer positions.

**TECHNICAL WRITER**, 1998 – 1999  
**Jackson National Life Insurance** in Jackson, MI

Wrote help files and manuals for internal company applications. Maintained internal web sites for company departments. Edited the work of other technical writers on the writing team. Assisted manager in maintaining and tracking project schedules.

## **INTERNAL COMMUNICATION SPECIALIST, 1996 – 1998**

**Comcast/Media One** in Plymouth, MI

Created internal communications about marketing initiatives. Proofread marketing direct mail pieces and assisted in the coordination of internal and external company special events. Trained employees about marketing campaigns.

## **Education**

**COLORADO STATE UNIVERSITY, Jan. 2024 – Present**

**Graduate Certificate in Communications & Technology**, Ft. Collins, CO - Online Student

Building skills in data analytics, visual communications, and human centered design via various online courses. Additional courses in Accounting, Color Theory, Advanced Information Graphics Design, and Corporate Website Design/Management.

Certificate completion by end of 2025.

**BOWLING GREEN STATE UNIVERSITY, 1994 – 1996**

**Masters in Technical Communication**, Bowling Green, OH

While seeking degree, interned from 1995 - 1996 as Community Relations Assistant for Department of Public Utilities in Toledo, OH. Assisted with special events, assisted in production of newsletters, produced 2 annual reports, worked with local printers and photographers while developing publications.

**UNIVERSITY OF DETROIT MERCY, 1990 – 1994**

**Bachelors in English Literature**, Detroit, MI

Poetry published in [SIC] Student Arts Journal Winter 1993 and Fall 1994. Student editor of Fall 1994 edition. Member of Kappa Beta Gamma Sorority, serving in leadership roles for local Delta chapter.

## **Professional Skillset**

- Adobe Products: Acrobat & RoboHelp
- Techsmith Products: Camtasia Studio, Audiate, & SnagIt
- Balsamiq Wireframe, Infogram, & TimelineJS Applications
- Managing Documentation & Software Testing Timelines
- Producing Instructional & Informational Videos
- Creating Task-Based, How-To User Documentation

## **Volunteer Experience**

- Dog Behavior Team Volunteer Assistant, Humane Society Silicon Valley, 2009 - 2022
- Dog Foster Care Program Participant, Humane Society Silicon Valley, 2020 - 2021