

Christine Marie Rose

Project Manager. IT Support.

Profile

IT Professional with **15+ years** experience in project management and IT support. I can analyze processes and **implement effective strategies** at local and global levels. My greatest strengths are organization and compassion, which enables me to **streamline workflow** while validating and inspiring team members.

Experience

TECHNICAL SUPPORT SPECIALIST, CONTENT WRITER

POWERMAX, PORTLAND, OR (REMOTE)

APRIL 2015-PRESENT

Certified Apple Product Professional. Resolved customer technical issues through diligent research, reproduction, and troubleshooting. Worked directly with other technical staff, sales, marketing, and administration to resolve issues. Documented all technical inquiries; developed and reviewed content for knowledge base. Experience troubleshooting OS, performance, network connectivity, and 3rd party application/hardware integration. Responded to inquiries by telephone and email. Wrote original content for website listings and articles.

GENERAL PROGRAM MANAGER, LEAD TECHNICAL WRITER

RADICALLY OPEN SECURITY (REMOTE)

AUGUST 2015-APRIL 2016

Manager of technical writing team and project workflow. Completely reorganized company's workflow and structure, increasing productivity while decreasing costs. Organized all projects, assigned teams, and oversaw progress. Streamlined workflow via Kanban Board development. Authored workflow and checklists via .md. Created and initiated repos. Worked with Git and Terminal via Linux and SourceTree daily. Wrote offer letters and penetration test reports. Created and edited XML files. Debugged XML files in conversion/parsing process. Worked collaboratively via GitHub and GitLab. Compiled reports from XML to PDF using FOP. Trained new Technical Writers. Authored an Onboarding Manual. Consulted colleagues remotely via RocketChat, Skype, and Mumble. Communicated with clients via email.

HEAD CONTENT WRITER, PROJECT MANAGER, IT LEAD

BLUE MOOSE PRESS, NORTHERN, CA

1999-2014

Wrote eleven books and scores of articles, blog posts, and short stories. Wrote marketing content. Edited documentation and copy. Front-End Web Development. Book and eBook layout in InDesign. Created marketing collateral in Adobe CS5. Performed PC upgrades including storage, graphic cards, and memory. Created and maintained network. Design and distribute monthly newsletter using Virtual Response and Constant Contact. Public speaker on marketing strategies. Built multiple business relationships.

ENGLISH INSTRUCTOR

AUSTIN COMMUNITY COLLEGE / MENDOCINO COLLEGE

2008-2014

Taught both online and classroom classes. Used Blackboard to facilitate class discussions and administer exams. All evaluations in the excellent range. Compassionate and professional with at-risk and disabled students. Incorporated YouTube, PowerPoint, and Google Docs in class.

TECHNICAL WRITER & EDITOR

HEWLETT PACKARD, SANTA ROSA, CA

1998-1999

Wrote content for technical manuals and help documentation supporting hardware on a daily basis. Edited for technical accuracy. Maintained customer data.

Education

1996 - MA, ENGLISH / TEXAS WOMAN'S UNIVERSITY

1992 - BA, ENGLISH / SAM HOUSTON STATE UNIVERSITY

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SOCIAL MEDIA

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GitHub: christineros

KEY SKILLS

Project Management

Team Management

Budget Management

IT Process Analysis

IT Strategy Development

Content Writing

Organization

Communication Troubleshooting

TECHNICAL SKILLS

MS Office. Git. Kanban. Google

Apps. Mac OS X. jEdit. XML. HTML.

CSS. Basic Linux Command Prompt.

LANGUAGES

English - Native

French - Advanced Beginner

German - Beginner

SKILLS CLOUD

WEBDESIGN KINDJS
BLOGGER
WORDPRESS
SALES LONDON TRAVELING
BOOKLAYOUT CHH PC
SOCIAL NETWORKING PDF
VEGETARIAN COOKING
ANIMAL ADVOCATE
WRITING MAC OS
CREATIVE
ADOBE CS5 CONTENT
SNOWSHOEING
PRINT DESIGN AUTHOR
SURVIVOR COMPASSIONATE
HTML DIGITAL MEDIA
PHOTOSHOP
BRANDING INDESIGN
VIDEO EDITOR
INFOGRAPHICS VETERAN HONEST
SELF-STARTER DETERMINED ORGANIZED