



# Rebecca Snyder

Rsnnyder03@outlook.com

## SKILLS AND ABILITIES

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Technical Writer with a proven ability to transform detailed technical material into organized, professional documents accessible to the end user.

### *Writing and Editing Skills*

- Created use and care manuals, instruction sheets, and supplement manuals for a water heater manufacturing company.
- Edited existing in-print manuals for content, clarity, and punctuation.
- Prepared technical reports to detail metallurgical failure modes of boiler tubes as determined by the metallurgical engineer.
- Compiled field engineering reports into legal reports used in arbitration.
- Utilized RoboHELP software extensively to develop online help for clients.

### *Interpersonal, Organizational, and Leadership Skills*

- Guided cross functional teams of engineers, marketing representatives, and product service personnel to improve use and care manuals, carton graphics, wiring diagrams, and nameplates for specified water heater product lines.
- Served as a liaison between the company and suppliers to ensure industry safety standards were met.
- Maintained manual revisions for all water heater product lines.
- Completed all projects and reports on or ahead of schedule.
- Led and mentored a team of other independent sales consultants to achieve success in their own businesses.
- Averaged annual sales of over \$150,000 per year while working part-time.

## COMPUTER SKILLS

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- MS Office Suite
- MS Project
- Adobe Creative Suite
- Basic HTML

## EDUCATION

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### **Master of Science in Technical and Professional Communication, 2020.**

University of Wisconsin- Stout; Menomonie, WI. (3.9 GPA)

### **Bachelor of Arts in English - Technical Communication concentration, 2001.**

University of Tennessee - Knoxville; Knoxville, TN. (3.8 major GPA)

## EMPLOYMENT HISTORY

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**Technical Writer/Editor.** *Siemens Industry, Inc.* Johnson City, TN (January 2022-Present)

**Independent Group Leader.** *Touchstone Crystal*; Cranston, RI (August 2021 – December 2021)

**Independent Consultant/Leader.** *Vantel Pearls*; Mansfield, MA (March 2017 – August 2021)

**Home Educator.** Mountain City, TN. (November 2003 - June 2020)

**Technical Writer.** *Alstom Power*; Chattanooga, TN. (April 2003 – October 2003)

**Technical Writer.** *American Water Heater Company*; Johnson City, TN. (August 2001 – December 2002)

**Freelance Technical Writer.** (May 2001 – September 2003)

**Documentation Intern.** *iPath Software Company*; Powell, TN. (November 2000 – April 2001)