

Vanessa Fawn Silvas

2323 E. Swallow St.
Springfield, MO 65804

VanessaFawnSilvas@gmail.com
(417) 655-5660

Relevant Experience

Technical Writer BackStreet Media 5/2019 – Present

- Writing and editing technical documentation for external audiences in the Diabetes Industry
- Working with SMEs in to solve problems in a remote environment
- MDT MDT MDT MDT MDT MDT MDT MDT MDT MDT MDT MDT Teehee
- Creating, editing, and approving material in a variety of CMSs including InDesign, Vasont, MAPS XD, and MAP Agile
- Project Management
- Learning and following internal processes in a fast paced work environment

Technical Writer Intuitive Web Solutions (BriteCore) 6/2018 – 4/2019

- Documented a backlog of Pull Requests in GitHub, bringing the total from over 1000 down to 36 in less than 8 months
- Writing technical documentation for internal and external audiences in the Insurance Industry
- Creating and editing material for New Hires and Human Resources department in Confluence
- Proofreading/Editing
- Project Management
- Working with SMEs in to solve problems in a remote environment

Technical Writer Positronic Industries Inc. Intern: 1/2017 – 7/2017
Hire Date: 7/2017 – 6/2018

- Creating Work Instructions, Dichromate Seal white paper for Electrical Equipment, procedures, Training Instructions, Exams, etc.
- Producing content that follows industry standards (ISO and AS9100)
- Creating training material and leading training classes
- Template designs
- Set the standard for Work Instruction documentation
- Creating and applying usability evaluations, testing, and content research
- Work with translated documents
- Creating Visual Aids
- Working with SMEs in a variety of professional fields (Assembly, Auto Lathe, etc)

Technical Writer/Sales Manager/Installer Ozark Carpet Company 8/2016 - 1/2017

- Creating sales documentation and maintaining social media
- Installing carpet, wood, vinyl, etc.
- Selling and researching flooring products
- Handling confidential information

Software Experience

- MS Office Suite
 - Adobe Creative Cloud—including, InDesign, RoboHelp, DreamWeaver, Lucid Charts, and PhotoShop
 - Outlook
 - Snagit
 - Google Suite
 - Excel
 - Prezi and PowerPoint
 - GitHub
 - Atlassian Products: Jira, Confluence
 - WordPress
 - Iorad
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Education

Missouri State University, Springfield, MO
BS in Professional Writing
Screen Writing Minor
Graduation: 8/2018

Ozarks Technical Community College, Springfield, MO
Associate of Arts Transfer
Graduation: 5/2015
