

Summary

Experienced and dedicated Information Developer, with an open mind and a distaste for misused apostrophes

Work History

October 1998 - October 2004; August 2005 - August 2013; September 2015 – November 2020

Senior Technical Writer - Aesbus Knowledge Solutions (Houston, TX, Remote)

- Created and maintained customer-facing documentation for a variety of hardware and software products, to be published in print, web-based, or mobile formats
- Developed and implemented documentation deliverable schedules across multiple projects, assisting project managers with localization, publishing, and scheduling management
- Updated software help files in XML/DITA environment
- Coordinated with product specialists and conducted review meetings to acquire latest product updates and ensure continued accuracy
- Developed and implemented training and procedures for new writers
- Edited trade documents, articles, and presentations for scientific fields
- Developed marketing brochure content
- Collaborated with graphics professionals to develop relevant artwork
- Worked independently and remotely to coordinate and attend virtual meetings for content strategy and project management
- Ensured documentation compliance to company-wide standards
- Initiated and developed company-wide monthly newsletter

March 2016 – Present (part-time)

Realtor (Fort Collins, CO)

- Prepare and manage legal real estate contracts
- Independently assist home buyers and sellers with home sales, negotiations, advice, and price analysis
- Develop marketing strategies; prospect for new business
- Cooperate and collaborate with inspectors, appraisers, title companies, and lenders
- Participate in ongoing continuing education

October 2014 – September 2015

Senior Technical Writer - Advanced Energy (Fort Collins, CO)

- Developed user manuals and safety guides for end-user and internal support use, ensuring safety compliance and editorial standards
- Structured manuals in XML environment, for multiple publication output from a single map
- Developed and maintained tight review and release schedules across multiple projects
- Coordinated with product specialists to conduct review meetings
- Ensured proper translation and publishing standards were met
- Collaborated with graphics professionals to develop relevant artwork
- Continuously worked with documentation team to ensure consistency between products

August 2013 - October 2014

Technical Writer - Advanced Geosciences, Inc (Austin, TX)

- Developed user manuals and marketing materials for instruments used in geophysics measurements
- Developed and edited customer-facing announcements and press releases for new products and events
- Collaborated with owner and engineers for content, as the sole Technical Writer

Education

- Stephen F. Austin State University, Nacogdoches, TX: **Bachelor of Arts, Journalism**
- Kaplan University: **Colorado State Real Estate License**

Specialized Software Experience

Microsoft Office Suite, SharePoint | Adobe Illustrator, InDesign, Acrobat | Arbortext | Vasont | AuthorIT | SDL Knowledge Center, XMetal Author Enterprise | Jira | SAP R/3, Clientele