

# **Holly Hildebrand**

Technical Writer and Editor with Agile Experience

Houston, Texas, Metropolitan Area

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Holly is a technical writer and editor with proven ability to deliver high-quality projects in fast-paced, deadline-driven environments. She has more than 20 years of experience writing and editing a wide range of materials, including software documentation; wiki articles; online Help; and standard operating procedures. Her specialties include reference and procedure manuals, release notes, quick start materials, and installation and user guides. Holly has solid experience collaborating with diverse teams as well as working independently with minimal direction. She holds a master's degree from the University of Illinois and is a U.S. citizen.

## **TECHNICAL SKILLS**

- SDLC
- Microsoft Office
- Microsoft Word
- PowerPoint
- MS Teams
- SharePoint
- Confluence
- MediaWiki
- Adobe Acrobat
- Adobe FrameMaker
- SnagIt (and similar)
- Kanban

## **PROFESSIONAL EXPERIENCE**

### **Technical Writer**

**P2 Energy Solutions (Full-time)**

**Houston, Texas**

**January 2020-February 2023**

- Edited and produced complex software documentation, including release notes, user and installation guides, and wikis.
- Collaborated with multinational project teams to resolve factual and graphical issues in documents, on deadline.
- Migrated RoboHelp topics to Confluence to create a new, extensive library of P2 application wikis, including those for P2 BOLO and P2 Excalibur.
- Using Camtasia, edited and polished informational videos for clients.
- Took part in regular comprehensive project planning and worked closely with teams in an Agile environment. Used Kanban board daily.

**Technical Writer**  
**TransCore (Contract)**  
**Houston, Texas**  
**June-November 2019**

- Developed software user manuals for Maryland state transportation project, under tight deadlines.
- Worked closely with subject matter experts and team members to resolve issues with content.

**Technical Writer**  
**ExxonMobil (Contract)**  
**Houston, Texas**  
**January-May 2019**

- Created articles for digital data MediaWiki and newsletters.
- Provided comprehensive editing of Upstream MediaWiki.

**Technical Writer**  
**USAA (Contract)**  
**San Antonio, Texas (On-site)**  
**January-March 2018**

- Collaborated with subject matter experts to produce internal workflows for Money Movement division.
- Added those workflows to company's Knowledge Delivery system, created to aid new employees in their daily work.

**Technical Writer**  
**GE Energy Connections (Contract)**  
**Melbourne, Florida (On-site)**  
**December 2016 - April 2017**

- Edited, organized, and revised user manuals for first Grid IQ Link software release.
- Collaborated with a diverse, multinational team to deliver a high-quality product.
- Applied new GE templates and strict style guidelines to documents.
- Helped documentation team to edit its new style guide.

**Instructional Writer**  
**Memorial Hermann Health Solutions (Contract)**  
**Houston, Texas**  
**January 2016 - June 2016**

- Wrote and designed standard operating procedures and job aids for internal projects.
- Produced documentation for in-house software.
- Received training in Medicare rules and policies, especially those regarding waste and fraud.

**Technical Writer**  
**InfoPros (Full-time)**  
**June 2015 – October 2015**  
**Remote from Houston, Texas**

- Wrote and edited documentation for technology clients, primarily RMG Networks of Addison, Texas.

**Technical Writer Consultant**  
**Schlumberger (Contract)**  
**October 2014 – March 2015**  
**Houston, Texas**

- Created training videos for company's complex Petrel software workflows.
- Wrote and edited administrator's guide for Cloud computing project.
- Worked in close collaboration with multinational subject matter experts.

**Senior Technical Writer**  
**Halliburton / Landmark (Full-time)**  
**Houston, Texas**  
**September 2000 – July 2014**

- Designed, wrote, edited, and updated user manuals, Quick Start Guides, online Help, release notes, and installation instructions for Landmark geophysical and geological software products.
- Collaborated with team members to develop high-quality documentation for SeisWorks, DecisionSpace, and PowerView software.
- For milestone Release 5000, created detailed global release notes and made extensive revisions to manuals for SeisWorks software and other classic products.
- Developed series of PowerView Quick Start Guides that explained complex software succinctly, in response to customer need.
- Implemented interactive form of SeisWorks New Features documentation, increasing ease of use for customers. Expanded scope of information.
- Wrote scripts and created videos for Video Learning Center, providing a quick and dynamic way for customers to access workflows.

- Delivered release notes for DecisionSpace 5000.8.2 and 5000.8.3, along with SeisWorks releases and patches through 5000.8.1.1. Enhanced documents with interactive features and historical information.
- Researched and edited Installation Guide for DecisionSpace 5000.8.3.0.
- Maintained documentation for Classic Landmark products.
- Submitted and fixed defects found in software and in documentation.
- Produced series of Writing Tips for documentation colleagues as a way of promoting consistency in our work.

## **EDUCATION**

- University of Illinois at Urbana-Champaign, M.S. in Journalism, 4.875 GPA. Served as graduate assistant in College of Communications, now College of Media. Position awarded through academic competition. Inducted into Kappa Tau Alpha honor society.
- Southern Illinois University at Edwardsville, B.A. in Mass Communications (Journalism), awarded with high honors. GPA 3.89 on 4.00. Held several editorial positions on campus newspaper.