# Julie McHam

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## Summary

Motivated, positive, and enthusiastic professional with extensive experience in technical writing, collaborating with team members, and managing people and projects for both private and public sector organizations. Well-versed in the software development process. Detail-oriented problem solver who is friendly and able to effectively listen and communicate with all stakeholders.

## Core Competencies

- Abstract thinking
- Agile writing
- Audience/task analysis
- Collaboration

- Communication
- Embrace continual learning
- Graphics/diagramming
- Interpersonal skills

- Problem solving
- Project management
- Usability and testing
- Writing/editing

## Professional Experience

**Technical Writer**          **2010 to Current**

Riverside County Office of Education (RCOE), Information Technology Services, Riverside, CA

- Effectively handle the end-user content, content design, and content strategy for the Galaxy Help center, a user-assistance portal that contains help topics and downloadable materials for software users in Riverside County school districts.

- Write all content for software applications developed for school districts (the Galaxy Web ERP school business application and the Galaxy Electronic Time and Attendance web application).

- Analyzed, designed, and implemented a DITA XML-based documentation solution for single-sourcing content and creating deliverables in HTML, MS Word, and PDF format.

- Designed the Jira documentation process workflow to facilitate the tracking of documentation issues and projects.

- Developed a knowledge base for internal staff using the Confluence collaboration tool as a content management system (CMS).

**Interim Risk Manager / Administrative Secretary III**          **2006 to 2010**

Hemet Unified School District, HR/Safety Risk Management, Hemet, CA

- Seamlessly managed the Safety/Risk Management Office during Risk Manager transition.

- Wrote the Readiness and Emergency Management for Schools (REMS) grant proposal, for which the district was awarded over $247,000 for emergency response training and supplies. Managed grant project implementation and tracked grant budget expenditures.

- Wrote safety plans and emergency procedures. Developed an interactive information system with procedures, process flows, and forms for use by emergency response teams.

**Owner/Manager | Idyllwild Bear Company, Idyllwild, CA**                    2001 to 2006

Managed and performed all business processes for a retail gift shop. Implemented innovative point-of-sale software for managing accounting and inventory processes. Used HTML and CSS to develop an e-commerce web site for Internet sales and marketing.

**Manager/Senior Technical Writer | SeeBeyond (aka STC), Monrovia, CA**          1995 to 2001

Managed and mentored other Technical Writers. Wrote user and reference guides for programmers, database administrators, application administrators, and end users.

**Technical Writer | Computer Development Inc., Glendale, CA**                   1994 to 1995

Wrote reference guides and training materials for programmers learning object-oriented methodologies. Researched and prepared cost/benefit analyses and proposal presentations for executive management.

**Analyst/Trainer | Nestlé USA, Glendale, CA**                                    1991 to 1993

Participated in collaborative business process analysis and development of requirements documents and data flow diagrams. Wrote test plans, user guides, and training guides. Mentored novice Technical Writers.

**Lead Technical Writer | Phoenix Software International, Los Angeles, CA**       1988 to 1991

Wrote programming reference guides, mainframe software installation/configuration manuals, and user reference guides.

## Education

All coursework listed below was completed using the eCollege and Canvas online learning management systems (LMS).

**Master of Science, Instructional Design & Technology**

California State University Fullerton, May 2016, GPA 4.0

**Bachelor of Business Administration**

Brandman University, December 2012, GPA 3.2

**Certificate in Digital Media Design**

Coastline Community College, May 2019, GPA 3.9

## Skills

- Acrobat Pro
- Confluence
- Creative Cloud apps
- CSS
- DITA XML
- Git
- HTML
- Information typing
- Jira, JQL
- JSON
- MS Office
- MS Teams
- Oxygen XML Editor
- Sharepoin
- Snagit
- Structured writing
- Task-based writing
- XMLMind XSL Utility

## Honors

Member, Phi Kappa Phi Honor Society