

CAREER OBJECTIVE

Technical Writer and Process Analyst

SUMMARY OF QUALIFICATIONS

I have over twenty-five years in the US and Asia Pacific region as a Teacher, Technical Writer, Process Analyst, and Arts Event Facilitator. During this time I have worked for both Corporate and Media Arts organizations.

EDUCATION

Columbia College - Chicago, Illinois
MA: Arts, Entertainment, and Media Management
[Emphasis - Internet Technologies]
Summer 2000 (GPA: 4.0) ✓

University of Utah – Salt Lake City, Utah
BA: Bachelor of Arts in Film Studies
Spring 1992 (GPA: 3.5)

Graduate Studies in Linguistics
F 92 – Spr 93

Personal Art Site: www.dolphinandcow.com

COMPUTER TOOLS

- **Microsoft Office:** Excel, Outlook, PowerPoint, Visio, and Word (2003, 2010, 2013).
- **SharePoint** (2003, 2010, 2013).
- **eLearning Tools:** Adobe (Acrobat, Captivate, Photoshop, and Elements), Audacity Audio, Verint Content Producer and Quality Monitoring, Dreamweaver CS (HTML, CSS, JavaScript, XML), Flash, RoboHelp, and Learning Content Management Systems (LCMS/LMS)
- **MISC:** ClearQuest, Jira, and Peregrine Databases, Lotus Notes, graphic arts, web authoring, and universal writing standards: *Chicago, Gregg's*, and *Microsoft Manual of Styles*.

CORPORATE EXPERIENCE

10/10 –
PRESENT

Process Analyst / Technical Writer

True Group Inc.,
(McDonald's Corp.)
Oak Brook, IL

- Work with Business Analysts to create System Release Notes, Implementation, and User Guides.
- Redesign, document, and test requirements for new ClearQuest and Jira Database tracking systems.
- Work with management on System Development Life Cycle (SDLC) requirements, project plans, flowcharts, spreadsheets, and status reports.
- Set up and manage SharePoint 2013 Team sites, Web Parts, and Permissions.

10/07 – 12/09

Technical Writer / eLearning Specialist

Ciber Inc. (State Farm)
Bloomington, IL

- Worked with Subject Matter Experts (SMEs) to develop eLearning curriculum content for deployment of enterprise wide call center upgrade: Intranet and Instructor-led video simulations.

09/04 – 07/07

Documentation Manager

Global Care Solutions
(Microsoft)
Bangkok, Thailand

- Managed documentation projects and coordinated resource assignments for Technical Authors, Graphic Designers, and Business Engineers.
- Developed eLearning curriculum content: web-based and Instructor-led (train the trainer) video simulations for new staff hires.
- Wrote Job Ads and worked with Hiring Manager to advance new recruitment drive.
- Worker with ISO Consultant to produce ISO compliant documentation

MEDIA / ARTS

04/01 – 09/04	ESL and Computer Teacher Sarasas Pithaya School Bangkok, Thailand	Developed curriculum, lesson plans, study guides, tests and quizzes for G3-G9 bi-lingual elementary classes: <ul style="list-style-type: none">• Computer applications: MS Word, Adobe Photoshop, and Dreamweaver.• ESL - based on <i>Get Set Go!</i> English Series.
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CHICAGO

10/00 – 02/01	Web Specialist http://www.ahima.org/	Web Page Developer.
09/99 – 03/00	Senior Web Producer USatWork.com	<ul style="list-style-type: none">• Technical Team Lead for .com Start-up Company.• Developed curriculum and taught course material for a corporate web-training program (Dreamweaver).
09/98 – 07/99	Graduate Student Work Study Columbia College	<ul style="list-style-type: none">• Technical Writer – KPMG (PeopleSoft)• Web Developer – Management Department• Office of Student Affairs
1998	Facility Intern Grant Park Music Festival	Facilitated front-of-house operations for outdoor classical music series. Worked with marketing, development, outreach, ushers, ground facilities, transportation, and membership coordinator.
1997	House Manager Chicago International Film Festival	Maintained site operations, scheduling, crowd control, manpower distribution volunteerism, and dispatching.

SEATTLE

9/94 – 8/96	Facility Associate Xerox Business Services	Copy, Mail, Supplies
1996	Transportation International Music Festival	Transportation: equipment and talent, and Office Aide. Driving too fast for some and spot on for others.
1995 / 96	Office Aide Northwest Folk Life Music festival	Office Aide, Data Support, Filing, and Event Post-Production: breakdown and Storage.
1994 / 95	Asst Stage & Prod Manager Bumbershoot Music Festival	Assignments: Red House Jimi Hendrix Exhibit Bagley Wright Theater. Event Pre-Production, Signage, and Information Booth.

UNIVERSITY OF UTAH

1995	Museum Of Natural History	Graduate Student Work Study: Assist Docent Program and participate in Museum public events. Animatronics Dinosaurs and Bugs.
09/91 – 05/94	Teaching Assistant Theater & Film Department	<ul style="list-style-type: none">• Developed course material for a university film history course and lead a weekly discussion group.• Provided grades and feedback on written essays and exams for a university film history course.