Email: ang.coxy@gmail.com

Resume for Angela Cox

Professional summary

- Highly professional with over 5 years experience in technical writing in software, hardware and enterprise environments.

- Ability to create technical software documentation such as manuals, quick guides, configuration guides, release notes, deployment guides etc.

- Work in a structured content environment, develop, publish and deploy online content.

- Create training programs and user resources; perform training and up-skilling.

- Create document plans and estimates and to plan and prioritise over multiple projects.

- Very strong written and oral communication skills.

- Ability to negotiate and maintain productive working relationships at all levels within an organisation.

- Ability to produce quality deliverables in a high pressure environment with limited supervision.

- Very strong stakeholder engagement experience including the ability to effectively cooperate with challenging stakeholders.

- Ability to write high quality technical / business documentation to support complex operational environments.

- Experience with both ISO 27001 and ISO 9001 security and quality certifications; running audits.

- Very strong document control, quality and compliance skills.

Qualifications, training and awards

- Minimalism: creating information people really need - Completed March 2016

- API Writing JSON and XML for writers – Started 2015 (currently studying)

- Introduction to JS – Started 2015 (currently studying)

- NEXTHERO Award - 2014

- Medical Terminology Certification - 2013

- Bachelor of Science (BSci) - 2010

- Business and Professional Women's Society Scholarship – 1999

- Bachelor of Music (BMus) – 2000 (currently incomplete)

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Tools

Application	Experience	Application	Experience
MS Office Suite	+ 10 years	JIRA	+ 2 years
Adobe Suite	+ 10 years	Confluence	+ 2 years
Alfresco	+ 5 years	Flash	1 year
SPSS	+ 3 years	Framemaker 11	1 year
MS Visio	+ 3 years	Webworks	1 year
Camtasia Studio	+ 2 years	Rally	1 year
Redmine (Chilli)	+ 2 years	SpiraTeam	1 year
Request Tracker	+ 2 years	JIRA	1 year
Etherpad	+ 2 years	SharePoint	1 year
GitHub	+ 2 years	Aconex	1 year
MarkdownPad II	+ 2 years	TortoiseSVN	1 year
Snagit	+ 2 years	DISQUS	1 year

History

MYOB: Senior technical writer, engineering experience team (Sept 2015 – Current)

Responsibilities

- Produce and deploy web based documentation within an agile software development environment using Framemaker and Webworks or Confluence.

- Ensure documentation is delivered on time, technically accurate and in line with relevant project plans and scope.

- Create documentation plans and estimates for new projects and products. Research, propose and innovate new ideas for content release, working in a cross-function capacity.

- Cross-functional workshopping across the company for a complete rebrand process-audit, workshops and design strategy and implementation.

- Act as JIRA administrator for our projects.

- Develop all material in line with the corporate brand and existing standards.

- Assist the agile development team with QA and BA work as required.

Deliverables

Produce client-facing documentation for MYOB, including release notes, installation guides, user guides, configuration guides, troubleshooting and workaround material, seminar material, web-based online help and Flash browsers for Client Accounting practices.

NEXTDC: Senior technical writer (Dec 2013 – July 2015)

Responsibilities

- Work with the Software Development team, creating release notes, user manuals, guides and training documents for internal software products, external ticketing and SaaS platform product.

- Work with the Information Technology team to create standard operating procedures to support their day-to-day work.

- Work with the Head of Marketing and Communication on a more collaborative and holistic content creation across business units.

- Work with the Head of Product to help shape the product message, such as the description of features.

- Write and review general business documents for NEXTDC.

- Manage the company Document Management System from start to finish.

- Manage software product mailing lists, subscribers and external technical content.

- Manage queues in Request Tracker (document approve and document query), managing and resolving trouble tickets as required.

- Help NEXTDC retain their ISO 9001 (quality) and 27001 (Information Security) certifications with quality and compliance advice.

Deliverables

- Drive change and innovation through education and assistance.

- Create consistent, quality documents and a style that is always on message.

- Deliver onedc.com using GitHub pages to meet deadline for product launch.

- Manage a technical communication function that is helpful and efficient.

Leximed: Reports coordinator (Aug – Nov 2013)

Responsibilities

- Manage the end-to-end reports process from patient consultation to delivery.

- Proofread, edit, review of proofreaders work for quality and control.

- Daily tracking, meeting timeframes and managing personnel within a 48hr turnaround.

- Coordinate 20+ consultants, 5 typing team members, 4 proofreaders and reports through this process.

- Train and give feedback, create training programs for team members.

Deliverables

Delivered high quality, expert-opinion based medico legal reports.

BMA: Technical writer / business analyst (Apr – Jul 2013)

Responsibilities

- Gather health and safety requirements to develop policies, standards and procedures.
- Edit content provided by subject matter experts while managing quality and document control.
- Assist in defining and documenting project deliverables and time frames.
- Develop a global terms and definitions catalogue.

Deliverables

Help deliver a draft rail safety management system ready for final approval.

Fiona Stanley Hospital Project, Serco: Technical writer (Jan 2012 - Apr 2013)

Responsibilities

- Develop pre-op and operational education manuals, training documents and implement pre-op training in processes, applications and software.
- Engage with SMEs in conferences workshops and face-to-face meetings.
- Write / review application based work instructions, develop user reference documents.
- Assist to create and manage the change register processes for approved documents.
- Develop operational service charters and policy documents.
- Review service line plans and procedures, SOPs; revising content and format.
- Assist with pre-operational documentation control and quality management.
- Create templates and forms, Visio / Excel flowcharts and process maps.
- Develop test case framework / writing test cases for requirements and processes.
- Assisting communications team with internal publications and media information.

Deliverables

Help create all professional documents required to support a two billion dollar hospital project.

Booktrack: Technical writer / creative director (May – Oct 2011)

Responsibilities

- Creating, editing and maintaining internal and external company documentation such as storyboards, software user guides, release notes and ePubs.
- Project managing storyboarded books, see them through the full cycle from initial stages, including audio creation, software build and app store application.
- Training new staff, creation of training documents and user manuals for applications.
- Writing website / media and promotional content.
- Editing and formatting existing ePubs in HTML.
- Documentation management, quality management and version control.

Deliverables

Help create synchronised soundtracks for e-books that automatically match music, sound effects and ambient sound based on reading speed to create an immersive reading experience.

Simtics: Technical writer (Aug 2011 – Nov 2011)

Responsibilities

- Researching and writing instructional material, storyboards, interactive tests and simulation / video scripts.

- Developing technical instructions for simulation-associated equipment, procedures and instructions.

- Creating plain English help text and rollover labels for module specific tasks, safe practice instructions, guidelines and help text.

- Documenting anatomic specifications for graphic designs.

- Documentation management, release and versioning control.

Deliverables

Design and create online teaching modules with instructional text, training videos, 3D physiological images, simulated learning examples and multiple-choice and exam style tests.

Group6 Technologies: Junior broadcast engineer (Apr – Oct 2011)

Responsibilities

- Assisting with installations for editing suites and television stations / production companies.

- Managing software upgrades and installations.

- Undertaking cabling installations.

References available on request