

Fred Smithy

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Summary

A software professional with five years experience writing technical documentation and user manuals for pharmaceutical customers. Worked with developers, technical writers, quality testers, and customer support on large scale projects. Degree in Journalism and certificate in Technical Writing. Fluent in English and French.

Relevant Skills

WRITING AND EDITING

- Wrote technical documentation and instructional materials in French and English for an online pharmaceutical website.
- Edited customer knowledge base articles to meet style guide standards.
- Gathered technical information and software requirements for online help.
- Wrote, edited, and maintained online help and user manuals using Microsoft Word, Adobe Photoshop, Dreamweaver, and created work flows with Microsoft Visio.

TECHNICAL KNOWLEDGE

- Tested and supported various technical systems, including: hardware, software, web sites, and database systems.
- Demonstrated ability to learn new technology quickly and document functionality.
- Supported 1500 customers using web applications with SQL Server.

TECHNICAL TOOLS

- Writing: Microsoft Word, Adobe RoboHelp, FrameMaker.
- Web Programming: HTML, CSS, Dreamweaver.
- Graphics: Microsoft Visio, TechSmith SnagIT, Adobe Photoshop

Employment History

2004-Present	Quality Assurance Tester, Neotronic Arts, Seattle, WA.
2002-2004	Customer Support, Initech, Sunnyville, Ontario.
2001-2002	Reporter, BigWig News, Springfield, Quebec.

Education and Training

B.J., Journalism, Carleton University, Ottawa, Ontario, 2002.
Certificate in Technical Writing, Brown Technical College, Seattle, 2008-2009.

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