

Elizabeth (Beth) Hollinger

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TECHNICAL WRITER

Technical writer with a strong background in software development, seeking a challenging role to leverage my technical writing skills, attention to detail, and passion for database technologies to create informative and user-centric documentation. Committed to delivering technically accurate and well-written content while collaborating effectively with cross-functional teams.

TECHNICAL WRITING AND INTERPERSONAL SKILLS

- **Technical writing and editing**
- **Documentation from scratch**
- **Critical Reading and Writing**
- **Database Technologies (NoSQL-MongoDB/SQL)**
- **Code Analysis (Javascript, Python)**
- **Testing and Validation**
- **Distributed Systems**
- **User-Centric Approach**
- **Collaboration and Teamwork**
- **Strong project management and organizational skills**

TECHNICAL PROJECTS

What in the (Hello) World is Blockchain?!

A weblog explaining the basics of blockchain

- Outlined the principle concepts of blockchain and its use
- Formatted written and visual content incorporating diagrams/ illustrations to enhance reader understanding
- Performed user testing before publishing to ensure documents' readability

Understanding Git and GitHub for Beginners: *What's the difference between git clone and fork?*

A weblog explaining the difference between git cloning and forking

- Authored user guide explaining the correct use of git clone and fork
- Collaborated closely with colleagues during the review and feedback process
- Reviewed and edited content to deliver high-quality documents for new learners

Case Study on Physical Therapist Initiated Incentive Spirometry - Lankenau Hospital - Wynnewood, PA

A case study on the use of Incentive Spirometry in the Acute Care Setting

- Played a key role in generating workflow solutions in patient care
- Presented and persuaded the PM&R department to employ Physical Therapist-initiated incentive spirometry
- Performed usability testing, and conducted meetings with colleagues to ensure understanding and compliance

Quality Project Charter - Methodist Hospital - Philadelphia, PA

An outline for medical professionals to decrease unnecessary spending and improve patient outcomes

- Conducted in-depth research and interviews with key stakeholders (physicians and rehabilitation staff) to identify gaps in medical care and created a project improvement charter addressing gaps in care
- Utilized research, critical thinking, and problem-solving skills to develop a charter
- Presented charter to hospital staff and persuaded its use in next calendar year
- Improved recommendations for Physical Medicine and Rehabilitation staff by physicians by 80% within 6 months

Pharmacological Treatments for Osteoporosis - Personal Touch Physical Therapy West Chester, PA

Informative document outlining osteoporosis medications

- Researched and integrated information from numerous pharmaceutical journals
- Reviewed and compiled the top 14 medicines for treating osteoporosis
- Wrote clean, efficient, and concise summaries regarding dosage, delivery system, side effects, and benefits of medications including research insights

EXPERIENCE

Licensed Physical Therapist, Norristown, PA, 01/2013 - present

- Collaborated closely with colleagues to produce comprehensive documentation and learning resources for patients
- Translated complex technical concepts into clear and accessible written and visual formats for a diverse audience of patients with varying skill levels
- Created and organized technical documentation, ensuring accuracy and alignment with established standards of the medical field
- Developed informative flow diagrams, charts, and visual aids to enhance reader understanding
- Employed critical thinking to adjust written plans of care and interventions to achieve optimal patient outcomes for over 2000 patients in outpatient settings

At Home Caretaker, Caretaker, Norristown, PA, 08/2019 - 12/2022

- Managed medical and psychological care for two octogenarians with mobility challenges
- Coordinated medical providers to ensure that internal care plans and home health care were built and implemented for scale, sustainability, accessibility, and fit for purpose
- Restructured operational processes for medical teams, leading to increased efficiency and improved morale
- Successfully managed multiple tasks simultaneously by prioritizing tasks to adapt to the changing needs of stakeholders

Elizabeth Hollinger Massage Therapy, Certified Massage Therapist, Norristown, PA, 01/2001 - 12/2009

- Operated small business with an emphasis on community outreach to achieve a high client volume of more than 30 clients/per week
- Maintained corporate contracts with Penn National Bank, Avalon Bay, McDonald's Corporate Office in Plymouth Meeting, Home Depot, Main Line Health System, and multiple medical/dental offices
- Developed treatment plans based on assessment that addressed each client's specific needs

Travel Agent, Carlson Wagonlit Travel, Denver, CO/King Prussia, PA, 11/1998 - 11/2005

- Recipient of the Imperial Honor Award - the company's highest award for performance
- Demonstrated ability to build strong relationships with clients through exceptional communication and customer service skills
- Consistently deliver seamless travel experiences that exceed client expectations while managing costs and maximizing efficiency

Professional Development Coordinator, Tucson Association of REALTORS®, Tucson, AZ, 11/1997-8/1998

- Collaborated with managers and supervisors to identify the training and development needs of members
- Designed and delivered training programs, workshops, and other learning experiences that align with the REALTORS® goals and objectives

Research Coordinator, Pima Youth Partnership, Tucson, AZ, 2/1997-3/1998

- Assisted with the preparation of research reports, manuscripts, and other deliverables, including contribution to data analysis and interpretation
- Developed and wrote compelling grant proposals, grant applications, and other funding requests that meet the requirements of potential funding sources
- Coordinated and managed research studies, including study design, recruitment of participants, and data collection and analysis

Community Outreach Specialist, Arizona League of Conservation Voters and Fundraiser, Multiple Sclerosis Association, Tucson, AZ, 9/1996-1/1997

Program Leader, Senior Connections, Owings Mills, MD, 9/1995-8/1996

EDUCATION

General Assembly, Certificate of Completion

Remote, 2022

Full-stack software engineering 420+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies

Drexel University, DPT, Doctorate of Physical Therapy

Philadelphia, PA, 2012

Millersville University, Bachelor of Arts - Cum Laude - Maj. Psych, Min. Criminal Justice

Millersville, PA, 1993