

[REDACTED] [REDACTED]

Montgomery Street, [REDACTED] CA 94105 [REDACTED] [REDACTED]

PROFILE

Skilled Technical Writer/Web Content Developer with a BA in English Secondary Teacher [REDACTED] Preparation, an AAS in Electronics, and over 15 years of experience supporting Customer Service, R&D, QA, and Software engineering departments for the following industries: Medical Instrumentation, UI/UX Software Development, IT, Telecommunications, Academic, Aerospace, and Defense.

CORE QUALIFICATIONS

- Platforms
- MS Win XP/Windows 7/Windows 8/Windows 10/ iOS 8/iOS 9
- Programming Languages, Content Management Systems, and Front-End Frameworks
- HTML 5/XHTML 4.0/CSS, C, PHP, MySQL, Visual Basic, VBA, JQuery, [REDACTED] JavaScript
- Drupal and WordPress, Bootstrap and Foundation 5.0, GitHub
- Desktop Publishing, Office Applications, and Design Tools
- MadCap Flare 12, [REDACTED] RoboHelp, Photoshop, InDesign, [REDACTED] MS Office Suite
- 2010/2013: Word, Excel, Access, and PowerPoint software; Paint, SnagIt Screen Capture, PSpice,
- LabVIEW, Orcad Capture/Layout 9.0, [REDACTED] software, Google Docs/Drive, SharePoint, and Citrix Page 1 of 2
- [REDACTED]
- Academic, FDA, and QA Standards and Communications Protocols
- Section 508 Standards, ANSI Z540A, NHB 5300.4, MIL STD 45622A, 981B, 1472D, and STD 1522A, ISO
- 9000/9001/9002, and SEMI S2, FDA & GMP compliance, WLAN IEEE 802.11n, WiMAX IEEE 802.16

PROFESSIONAL EXPERIENCE

TECHNICAL WRITER/WEB CONTENT DEVELOPER 01/2014 to 01/2015

Harris Computer Systems | [REDACTED] GA

- Provider of custom software development and user experience (UX) design for medical, touchscreen, mobile, embedded, and desktop applications.
- Documented GUI software/hardware features on mobile, embedded, and desktop devices, medical instrumentation, and HMI software Supported ICS's software engineers in a remote, Agile engineering environment using Citrix GoToMeeting, Skype, GitHub, Google Drive, and Google Docs.

TECHNICAL WRITER/WEB CONTENT DEVELOPER 01/2013 to 01/2014

SRJC Santa Rosa Junior College | City, STATE

- Developed web content for Santa Rosa Junior College's website using Dreamweaver CC, Foundation 5 Responsive Front-End framework, and the Drupal Content Management System.
- Created interactive web content using HTML5, CSS, JavaScript, PHP, and MySQL languages Documented academic software and developed the following training material: PowerPoint presentations, test procedures, and [REDACTED] using Photoshop, [REDACTED] and PowerPoint.

TECHNICAL WRITER/TRAINING SPECIALIST 01/2007 to 01/2008

Agilent Technologies | City, STATE

- Test & Measurement equipment for wireless telecommunications and mobile devices.
- Developed online help systems, test procedures, [REDACTED] FAQs, and maintenance and operation manuals using Adobe RoboHelp, FrameMaker, Photoshop, [REDACTED] and [REDACTED]
- Interviewed SMEs; researched technical data; interfaced with Software, Hardware, and Mechanical Engineering, Customer Service, IT, and NPI departments.

TECHNICAL WRITER/INSTRUCTIONAL DESIGNER 01/2005 to 01/2006

Brooks Automation | City, STATE

- Automation solutions for semiconductor manufacturing, life science drug discovery, and biobanking.
- Developed a 6-course Train-the-Trainer seminar, PowerPoint presentations, test procedures, SOPs, and operation manuals using FrameMaker, Photoshop, [REDACTED] and PowerPoint software.

EDUCATION

BA | English 2004

Sonoma State University, [REDACTED] CA
English

AAS | Electronics Engineering Technology 1988

Central NE College, Westborough, MA
Electronics Engineering Technology

WORK HISTORY

Information Technology department

ACCOMPLISHMENTS

- Documented academic software and developed web content for Santa Rosa Junior College's website using Dreamweaver CC, Foundation 5 Responsive Front-End framework, and the Drupal Content Management System.
- Developed five sections of an online help system for Agilent Technologies' Customer Education Department website using RoboHelp and FrameMaker applications.
- Web content included: software/hardware documentation of the GUI on [REDACTED] MIMO-based test equipment: The PxB Baseband Generator (for testing WiMAX, Cellular, and 3 GPP LTE devices) Created a six-course training seminar on HVAC-based electronic systems for Customer Service Engineers.
- Training package included: SOPs, maintenance and test procedures, online training material, and a PowerPoint presentation.
- Developed ISO9001/JPL compliant test procedures for Lockheed Martin's [REDACTED] Sounder (AIRS), installed on the Aqua satellite in NASA's Earth Observing System.

SKILLS

Academic, [REDACTED] Dreamweaver, Photoshop, Agile, Ajax, Automation, C, Citrix, Communications [REDACTED] Hardware, Content Management, CSS, Customer Service, Desktop Publishing, Drupal, features, FrameMaker, [REDACTED] GMP, GUI, UX, HTML 5, HTML5, PHP, InDesign, [REDACTED] JavaScript, JQuery, LabVIEW, Layout 9.0, Mechanical Engineering, Access, Excel, Office Applications, MS Office [REDACTED] PowerPoint presentations, PowerPoint, PowerPoint presentations, SharePoint, Windows 7, Windows 8, Win, Windows, Word, MS Word, [REDACTED] MySQL, online help, Orcad, Paint, Programming, PSpice, QA, Quick, RoboHelp, software development, Trainer, training material, [REDACTED] Visual Basic, VBA, website, web content, wireless telecommunications, XHTML 4.0

ADDITIONAL INFORMATION

- AWARDS AND PROFESSIONAL SOCIETIES Who's Who Among Young American Professionals 1988 Dean's List, [REDACTED] Phi Theta Kappa Society 1988 Page 2 of 2 Jessica Claire