

<b>PROFILE</b>	<p>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&amp;D, QA, and Software engineering departments for the following industries: Medical Instrumentation, UI/UX Software Development, IT, Telecommunications, Academic, Aerospace, and Defense.</p>
<b>CORE QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Platforms</li><li>• MS Win XP/Windows 7/Windows 8/Windows 10/ iOS 8/iOS 9</li><li>• Programming Languages, Content Management Systems, and Front-End Frameworks</li><li>• HTML 5/XHTML 4.0/CSS, C, PHP, MySQL, Visual Basic, VBA, JQuery, [REDACTED] JavaScript</li><li>• Drupal and WordPress, Bootstrap and Foundation 5.0, GitHub</li><li>• Desktop Publishing, Office Applications, and Design Tools</li><li>• MadCap Flare 12, [REDACTED] RoboHelp, Photoshop, InDesign, [REDACTED] MS Office Suite</li><li>• 2010/2013: Word, Excel, Access, and PowerPoint software; Paint, Snagit Screen Capture, PSpice,</li><li>• LabVIEW, Orcad Capture/Layout 9.0, [REDACTED] software, Google Docs/Drive, SharePoint, and Citrix Page 1 of 2</li><li>• [REDACTED]</li><li>• Academic, FDA, and QA Standards and Communications Protocols</li><li>• Section 508 Standards, ANSI Z540A, NHB 5300.4, MIL STD 45622A, 981B, 1472D, and STD 1522A, ISO</li><li>• 9000/9001/9002, and SEMI S2, FDA &amp; GMP compliance, WLAN IEEE 802.11n, WiMAX IEEE 802.16</li></ul>
<b>PROFESSIONAL EXPERIENCE</b>	<p><b>TECHNICAL WRITER/WEB CONTENT DEVELOPER</b> 01/2014 to 01/2015 <b>Harris Computer Systems</b>   [REDACTED] GA</p> <ul style="list-style-type: none"><li>• Provider of custom software development and user experience (UX) design for medical, touchscreen, mobile, embedded, and desktop applications.</li><li>• 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.</li></ul> <p><b>TECHNICAL WRITER/WEB CONTENT DEVELOPER</b> 01/2013 to 01/2014 <b>SRJC Santa Rosa Junior College</b>   City, STATE</p> <ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li></ul> <p><b>TECHNICAL WRITER/TRAINING SPECIALIST</b> 01/2007 to 01/2008 <b>Agilent Technologies</b>   City, STATE</p> <ul style="list-style-type: none"><li>• Test &amp; Measurement equipment for wireless telecommunications and mobile devices.</li><li>• 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.</li></ul> <p><b>TECHNICAL WRITER/INSTRUCTIONAL DESIGNER</b> 01/2005 to 01/2006 <b>Brooks Automation</b>   City, STATE</p> <ul style="list-style-type: none"><li>• Automation solutions for semiconductor manufacturing, life science drug discovery, and biobanking.</li><li>• Developed a 6-course Train-the-Trainer seminar, PowerPoint presentations, test procedures, SOPs, and operation manuals using FrameMaker, Photoshop, [REDACTED] and PowerPoint software.</li></ul>
<b>EDUCATION</b>	<p><b>BA</b>   English 2004 <b>Sonoma State University</b>, [REDACTED] CA English</p> <p><b>AA</b>   Electronics Engineering Technology 1988 <b>Central NE College, Westborough, MA</b> Electronics Engineering Technology</p>
<b>WORK HISTORY</b>	<p><b>Information Technology department</b></p>
<b>ACCOMPLISHMENTS</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• Developed five sections of an online help system for Agilent Technologies' Customer Education Department website using RoboHelp and FrameMaker applications.</li><li>• 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.</li><li>• Training package included: SOPs, maintenance and test procedures, online training material, and a PowerPoint presentation.</li><li>• Developed ISO9001/JPL compliant test procedures for Lockheed Martin's [REDACTED] Sounder (AIRS), installed on the Aqua satellite in NASA's Earth Observing System.</li></ul>
<b>SKILLS</b>	<p>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</p>
<b>ADDITIONAL INFORMATION</b>	<ul style="list-style-type: none"><li>• 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</li></ul>