# SUMMARY

Senior technical writer with over 15 years of experience in technical communication, specializing in transforming complex technical concepts into clear, concise, and user-friendly documentation. Proficient in creating online help systems, user manuals, and team updates. Skilled in managing multiple projects and delivering high-quality content under tight deadlines. Thrives in collaborative, team-oriented environments that encourage creativity and innovation.

# PROFESSIONAL EXPERIENCE

## Senior Technical Writer

**Lear Corporation / Automotive Seating** — Southfield, MI  
**Contractor: Vision IT Pro/Softtek**  
**May 2015 – Present**

* Developed and managed online help systems for internal production line software (using RoboHelp, SnagIt, and Microsoft Office).
* Created and delivered management presentations and quarterly global team updates.
* Managed shop floor documentation web portal.
* Collaborated with North American and European teams to ensure consistency and quality of documentation.

## Senior Technical Writer

**Denso International North America / Automotive Engineering** — Southfield, MI  
**Independent Contractor**  
**August 2013 – May 2015**

* Prepared detailed invention disclosure documents for the Advanced R&D team.

## Senior Technical Writer

**BondDesk Group LLC / Fixed Income Trading Platform** — Rochester, MI  
**March 2009 – March 2015**

* Developed a multi-layer, context-sensitive online help system using RoboHelp.
* Designed and implemented "Did You Know" application tips and integrated tip sheets.
* Authored and published quarterly product release notes and legacy online help systems.
* Performed minor code changes using Git and Stash.
* Partnered with cross-functional teams to create SDLC document templates and manage Confluence/wiki spaces.

## Contract Technical Writer

**Yazaki North America, Inc. / Automotive Engineering** — Canton, MI  
**Contractor: Technology Resource Group**  
**April 2004 – October 2008**

* Authored user guides, management presentations, training materials, and marketing content.
* Designed test plans, conducted product testing, and tracked issues using PVCS Tracker and SharePoint.
* Developed online help, user guides, and training presentations for an automated code generator.

## Contract Technical Writer

**Blue Cross Blue Shield of Michigan / Health Insurance** — Southfield, MI  
**Contractor: Iconma**  
**August 2003 – March 2004**

* Researched and authored web-based policies and procedures for new software systems.
* Created employee training materials to support software implementation.

**Technical Writer**

**CGN & Associates / Custom Software Solutions** — Livonia, MI  
**January 1999 – June 2003**

* Produced functional requirement specifications, design documents, and test plans.
* Authored HTML-based online help and user guides for custom software solutions.
* Contributed to RFQs and project proposals as part of the development team.

**SOFTWARE TOOLS**

* **Documentation Tools:** RoboHelp, FrameMaker, Dreamweaver, Acrobat
* **Development Tools:** HTML/CSS, Git, vi
* **Collaboration Tools:** Stash, Jira, Confluence
* **Visualization & Design:** SnagIt, Microsoft Visio, Visual Studio
* **Project Management:** PVCS Tracker, Microsoft Office Suite

**EDUCATION**

**Michigan State University**  
East Lansing, MI  
**Bachelor of Arts**