Senior Technical Writer Senior Technical Writer Project Manager, Customer Experience Consultant, Cloud Security Lakewood, CO NOTE: Seeking full time, direct hire positions. I'm taking the CCSK certificate exam in Cloud Security this August. Authorized to work in the US for any employer Work Experience Senior Technical Writer Kelly Services - Westminster, CO January 2018 to July 2018 Consultant for Polycom   Professional Services   Authored Solution Design Reports and templates   Created and improved processes and procedures   Managed SharePoint and MS Teams sites   Participated in project management Discovery Workshop meetings with customers IT Project Manager NCR - Westminster, CO August 2017 to November 2017   Coordinated engineering tasks with PM team within Telecom & Technology Services   Major accounts included Wells Fargo, Verizon, Cisco, and American Express   Coordinated with customers to address T&T needs   Created SOPs for project management processes and scheduling tasks   Utilized QuickBase software to track and communicate project status Customer Experience Consultant/ Project Manager/Senior Technical Writer Real Soft, Inc. and NCR - Westminster, CO June 2015 to July 2017 Consultant for Polycom   Professional Services   Project Manager for video/voice conferencing Solution Design and Envisioning Services   Consulted, interpreted, and analyzed use case experiences into a cohesive narrative to determine best solution for the customer   Integral team member in WorkSpace Design Services   Created and improved processes and procedures   Authored and revised technical documents, such as solution designs, run books, workflow diagrams, How-To Guides, On boarding, Consulting Reports, Technical Assessments, White Papers, SOPs, and templates   Utilized qualitative and quantitative methodologies, including questionnaires, surveys, individual and group interviews to determine use cases   Designed a two-day training curriculum on how to deliver and write a solution design for Project Managers, Solution Consultants, and Field Engineers   Led training classes to advance the skills and capabilities of project managers, solution design consultants, and technical writers about changes to workflow processes and authoring systems resulting from the projects the team manages   Developed marketing campaigns for internal sales and management use   Published author of marketing "Success Stories" for Polycom   Created Polaroids a snapshot of a successful project management

Managed, organized and ensured current reports are available for use on SharePoint site   Led and participated in team meetings nationally and internationally   Maintained processes to ensure project management deliverables are relevant, accurate and complete upon submission to customer.   Distributed information to Polycom Professional Services and other stakeholders in the enterprise who are or will be affected by the Professional Services projects and documentation   Tracked and communicated project status and reporting Senior Technical Writer Quality Staffing of America August 2014 to November 2014 Consultant for State of Colorado-Governor's Office of Information Technology   Authored technical documentation such as remediation plans, standard operating procedures, and security policies to resolve IRS audit security findings   Collaborated with CISO, directors, managers, analysts, and administrators to remediate findings   Attended daily monitoring meetings to advance Security Audit Remediation project   Created procedures and policies, such as Firewall Security; Risk Assessment; Access Control; Secure System Development Life Cycle; Mobile Code and VoIP technology; and Compliance   Agile and Scrum project management experience   Knowledge of NIST (National Institute of Standards and Technology) and IRS security guidelines and policies Senior Technical Writer KForce Technology January 2014 to June 2014 Consultant for Catholic Health Initiatives - Security Engineering department   Authored standard operating procedures, reference documents, and knowledge base documents for Help Desk staff in accordance with CHI requirements and guidelines   Designed MS Visio diagrams and workflows   Analyzed gap assessments between national standards and health facility site SOPs   Reviewed technical literature, created descriptive copy, and verified documentation   Collaborated with security engineers, managers, and application analysts to establish technical specifications for SSO (Single Sign On) authentication   Ensured clarity of technical content for knowledge base documents, especially for outsourced help desk managers and support staff, including culturally sensitive language Quality Control Analyst - Method Builder Aerotek Scientific 2012 to 2013 Consultant for Amgen   Managed, created, and modified electronic scientific procedures in Accelrys LES using MethodBuilder software   Authored, reviewed, edited and qualified process documentation   Created Online Help documents for Method Builders   Operated

Thermo LIMS (Laboratory Information Management System), Accelrys Inventory Management, Accelrys Laboratory Execution System, and Enterprise Document Management System software Collaborated with subject matter experts in designing electronic lab notebook (eNotebook/ELN) methods ensuring quality control, workflow efficiency, and standards Knowledge of lab operations and techniques, as well as commercialization Understanding and design of workflow and process mapping Quality Assurance/Quality Control Engineer Ascent Solar Technologies 2009 to 2011 Authored standard operating procedures, out-of-control-action plans, defect atlas, low yield analysis, workflow charts, and a daily QAQC monitoring policy Successfully wrote an installation manual that received IEC (International Electrotechnical Commission) Certification Revised and tracked documentation and adhered to stringent document control processes Created descriptions of products for database and internal documentation Created PowerPoint presentations, charts, graphs, and other visual aids concerning issues of quality control to improve process development Integral in task force operation meetings and informed engineering and manufacturing leads about process development and quality control improvements. Photographed products in order to analyze quality and for internal documentation Organized and synthesized information for the purpose of analyzing and quantifying data Utilized quantitative methods, such as statistical analysis and JMP to improve quality control Operation and knowledge of a Hitachi S-3400N scanning electron microscope (SEM), including calibration and maintenance Operation and knowledge of an electron dispersal spectrometer and XRF x-ray system, including calibration and maintenance Performed measurements using various optical instruments Designed and modified two dimensional programs on an Acu-Gage (CNC machine) measuring and inspecting features of interest Traveled to training workshops to advance imaging and metrology skills Corresponded and met with vendors regarding services and resources Prepared and submitted samples for internal and external lab testing Education Associate in Computer Networking: Cyber Security concentration Arapahoe Community College - Littleton, CO August 2018 to Present M.A. in Genetic Anthropology and International Development Colorado State University - Fort Collins, CO 2004 to 2007 None in Algebra, Biology, Chemistry, Geology, and Spanish University of Colorado-Denver -

Denver, CO 2003 to 2004 Bachelor's in Anthropology and Art History University of Denver - Denver, CO 1995 to 1999 Skills Technical Writing (10+ years), Project Management (5 years), Process Improvement (10+ years), Networking (2 years), UX (5 years), Customer Relationship Management (5 years), Blog, Writing, Python (Less than 1 year), Cloud Computing (Less than 1 year) Links http://www.linkedin.com/in/teressagehrke Awards University of Denver - Department of Anthropology, Ruth Underhill Award: Best Senior thesis 1999-05 Ruth Underhill Prize for Best Senior Anthropology thesis: "Annihilation of Croatia: An Ethnographic and Human Rights Profile on Ethnic Cleansing" Red Envelope 2019-02 Red Envelope is a gifting app utilized with Status.im Chat. You can give to anyone at any time with a limit of 16 people per envelope. You can gift any token that is registered with the LeapDAO Plasma chain.   Red Envelope won first prize for the Status bounty for $2000 at ETHDenver 2019.   http://redenvelope.me/ https://www.youtube.com/watch?v=xst03mSqyx8&feature=youtu.be   Member 2019-05 National Success & Leadership Society member Phi Theta Kappa 2019-06 Member of honor society, Phi Theta Kappa Additional Information MANAGEMENT EXPERIENCE & LEADERSHIP SKILLS Manage, supervise, and train a group of 30 or more   Collaborate with C-level executives   Focused experience in cybersecurity, engineering, manufacturing, biotechnology, and telecommunications   Consult, develop, and implement strategies for company and individual success   Streamline processes to improve productivity and savings   Scrum and Agile experience   Strong organizational skills   Generate innovative ideas for technical and creative collaborations   Self-directed, independent; able to work remotely/telecommute full time   Recruit, interview, and hire staff   APPLIED ANTHROPOLOGY - CULTURAL KNOWLEDGE, EXPERIENCE & INSIGHTS   Experience working with culturally diverse staff and communities   Apply anthropological qualitative and quantitative methods to insights about customer beliefs and behaviours, resulting in improved product placement, corporate strategy, and company culture.   Passionate about people and places, willing to experience other cultures and relocate   Develop processes to understand complexity gaps in Customer/Employee Satisfaction   Travel to Guatemala, England, France, Germany, Canada, Mexico, Haiti, Denmark, and Sweden   Basic foreign language skills in French,

German, and Spanish   10+ years of experience collaborating with team members internationally

Intellectual curiosity; flexible; adaptable   COMPUTER SKILLS   Adobe Illustrator; Adobe Photoshop; Audacity; Cisco Packet Tracer; Citrix; Clarity; Corel Draw; Enterprise Document Management System; Google Apps; HTML; JD Edwards; Monument; MS Office; MS Teams; MS Visio; QuickBase; Python; Remedy; SharePoint; Siebel, SnagIt; Virtual Box; Voice-Over Acting; Wireshark; WorkShare   TECHNICAL EXPERTISE Hitachi S3400N Scanning Electron Microscope, XRD/XRF, Electron Dispersal Spectrometer x-ray system, Acu-Gage, CNC (two-dimensional) design, optical profilometer, spectrophotometer, MProbe spectrometer, optical microscope, Fluke multimeter, Hummer sputtering machine, infrared camera, Oriel Solar Simulator, NPC Solar Simulator, quantum efficiency instrument, soldering, lab experience   CERTIFICATIONS Technical Writing, HTML, Grammar   AWARDS & ACCOMPLISHMENTS First Prize from Status.IM for "Red Envelope" project using Blockchain technology. $2000 award   National Society for Leadership and Success member   Phi Theta Kappa member   COURSE WORK & EXTRACURRICULARS Networking 1, Network Security, Firewalls, Cloud Computing, Python   ACC Cyber Security Club; National Cyber League (Silver Bracket)

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