

TECHNICAL WRITER | EDITOR

EXPERIENCE

More than ten (10) years of progressive experience in writing and editing various types of (reports, job descriptions, briefing notes, memos) technical, scientific and business documents in English intended for various audiences; providing linguistic advice to authors; in terminology research, reviewing and editing executive correspondence and briefing material, conducting research to prepare written documents, conducting interviews to collect information, providing documentation quality control.

KNOWLEDGE

Information Management - Information Technology trends | Enterprise Content Management best practices | SharePoint Online | MS Office Suite (Excel, Visio, Word, PowerPoint, Access) | Learning Management System of SuccessFactors | RoboHelp | Snagit | Jira | Confluence | QTest

SELECTED ASSIGNMENTS

Bank of Canada ITS Department Sept 2014 – 2020

1. Created various the printing to file solution (To address COVID-19 work from home restriction) support and troubleshooting guide, solution configuration guide, solution support and troubleshooting participants roles and responsibilities documents.
2. Created Wiki pages with info on the ***** Operations Data Warehouse Solution for End-users.
3. Developed conceptual and procedural training materials for the bank Learning Management System for various ITS teams (application support services, mid-tier, interface, database, infrastructure support, network, service management, IT service desk, etc).
1. Drafted documents (briefing notes, policy papers, research reports, executive summaries) using information from multiple sources.
4. Researched, analyzed, documented audience-centered technical and business procedures and processes, solution support and operations guides, upgrade/enhancement references, business user guides, application build books.
5. Edited, proofread various solutions and projects business and technical documentation.

Algonquin College of Applied Arts & Technology

Learning & Teaching Services Department Feb 2014 - Aug 2014

1. Using the Canadian Style Guide, edited and proofread the Online and Educational Resources website's Quick Guide to Find The Resource You Need Guide, Student Survival Guide, Faculty Survival Guide.
6. Analyzed the Online and Educational Resources website according to usability standards.
7. Researched and created online materials on AODA, including Accessibility Checklist for digital and printed document and web (MS Word); Online Help.
8. Wrote Request for Proposal on Developing a Mobile Web Application for Multiple Phone Platforms.

FIBICS Incorporated

Sept 2013 – Feb 2014

1. Evaluated suitability of technical communication materials for online and print publications.
9. Developed a company style guide and templates for user guides, manuals and other supporting documents.
10. Edited communication materials in metallurgy/materials science and semiconductor device modification.
11. Recommended and made changes in style and content of the website and technical communication materials.