Adam Pugsley

Certified Professional Technical Communicator

in linkedin.com/in/adampugs/

See my portfolio at adampugsley.ca

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About Me

As a technical communicator, I can help you to improve your documentation strategy and eliminate the confusion, miscommunication and headaches that result from low-quality documentation.

Education

Seneca College, Toronto — *Graduate Certificate, Technical Communications*

May 2021 - Current

York University, Toronto — *Honours BA in Cognitive Science*

2015-2020

Durham College, Oshawa — *Sports Administration*

2013-2015

Experience

Rotman Research Institute (Baycrest) - *Honours Thesis*
July 2019 - March 2020

The Excalibur, York University - *Contributing Writer*
2017

Chart Attack (Music Blog), Toronto — *Music Journalist*
2016

BlogTO, Toronto — *Content Writer*
2016

Evolve Camps, Toronto - *Web Content Writer*
2016

Core Competencies

Technical writing

Project management

Editing

Instructional design

Help documentation

Web design

Online user assistance

Content strategy

Information architecture

UX design

Software Skills

MadCap Flare

HTML & CSS

DITA

SnagIt

Adobe FrameMaker

Adobe InDesign

Adobe RoboHelp

Adobe Captivate

Adobe XD

Experience (Continued)

Bike Share Toronto, Toronto — *Field Mechanic*
October 2020 - August 2021

Jack Astor's, North York — *Server*
May 2019 - October 2020

Shoppers Drug Mart, York U — *Merchandiser/Receiver*

June 2016 - May 2019

Evergreen Brickworks, Toronto— *Cycling Camp Counsellor*

June 2018 - September 2018

Superfly Racing, Uxbridge — *Assistant Event Manager*

May 2015 - September 2015

Barrie Cycling Club, Barrie — *Event Manager*
2012 - 2016

Certifications & Awards

Certified Professional Technical Communicator (CPTC)

Society for Technical Communications Member

York University Continuing Student Scholarship

Durham Region Chairman's Award Scholarship

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References available upon request.