

CAROLINE FRULLA

◆ TECHNICAL WRITER ◆

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SOCIAL



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carolinefrulla.com

PROFILE

Technical writer and editor experienced in technical/scientific paper editing, documentation, user manuals, marketing techniques and software development.

PROFESSIONAL EXPERIENCE

Documentation Intern

Innovative Interfaces, Inc.
May 2016 - Present

- Updated user's guides in accordance with the Microsoft Manual of Style and converted the guides into Madcap Flare projects for online publication.
- Verified the user's guide's content with the software's code using SSH.
- Authored release notes for upcoming software releases.

Technical Writing Intern

Virginia Tech Network
Infrastructure and Services
January 2016 - Present

- Developed procedural documentation for a Confluence Wiki and tracked progress in JIRA.
- Communicated with SMEs to develop documentation and organize it to optimize usability.
- Created BPMN 2.0 standard flowcharts using LucidChart.

Marketing Intern

Yoga 4 Change
June 2015 - August 2015

- Redesigned the Yoga 4 Change website adding new content weekly and updating the overall format and design.
- Edited documents including the monthly newsletter, annual fundraising mailer, event flyers, and all website/blog postings.

AFFILIATIONS

Alpha Omega Epsilon, Professional
Engineering Sorority
Webmaster Committee
Publicity Chair
Newsletter Committee
Internal Philanthropy President

2012 - 2017

EDUCATION

Bachelor of Arts, Professional and Technical Writing
Bachelor of Arts, English Literature and Language
Major GPA: 3.33
Virginia Polytechnic Institute and State University
Blacksburg, VA

TECHNICAL SKILLS

Programming & Languages

- Java
- HTML/CSS
- JavaScript
- C++
- MATLAB
- HTML5

Tools

- JIRA
- Confluence
- GitHub
- LucidChart Online
Diagraming

Design & Authoring

- Photoshop
- Illustrator
- InDesign
- Microsoft Office Suite
- Madcap Flare
- Madcap Capture