

CRAIG FRAYNE

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Profile

- Technical Communicator and Project Management Professional (PMP) with cleantech and software sector experience and a successful track record in start-up, corporate, public sector, and non-profit contexts
 - Versatile and interdisciplinary academic background combining engineering, natural and social sciences; effective researcher and technical writer with peer-reviewed publications
 - Teaching, instructional design, and course development experience in post-secondary, community service, corporate, and ESL settings
 - Experience in research consulting in the environmental and energy sectors; software industry experience includes SaaS, EdTech, and machine learning
 - Programming skills in Python (Pandas, NumPy, Scikit-learn) and Javascript (jQuery, D3.js); exposure to R, Java, and Matlab
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Experience

Technical Writing, Project Management & Web Development August 2014 – Present
Palabra Technical (Freelance) Ontario, Canada

- Front end web design, JavaScript programming, graphic design, technical writing, ux writing, translation, digital media
- Math & science interactivity, research, and visualization for clients in digital publishing and higher education
- Project design and delivery for non-profits and SMEs

Project Manager May 2018 – November 2020
DigitalEd Waterloo, Canada

- Technical account management, training/onboarding users, and collaborating with instructors/authors to create digital learning content for higher-ed STEM
- Developing internal Python scripting tools to automate processes and tasks related to content authoring and quality control
- Consulting on internal projects and strategic initiatives, including providing subject matter expertise on Open Source eLearning tools, integrating third- party JavaScript apps, and interaction design
- Implemented Atlassian JIRA for project management; oversaw the adoption of Kanban workflow based on Agile principles
- Automated project reporting, budget tracking, and metrics using customized Google Scripts

Engineering Editor & Data Analyst May 2016 – Apr 2018
Microsoft Research & Maluuba (acquired by Microsoft) Montreal, Canada

- Prepared and edited large data sets to be used for product development (Android application) as well as research projects (artificial intelligence)
- Managed data collection through written instructions, quality control, and design of an online crowdsourcing platform using HTML/CSS/Javascript
- Tested product quality and logged errors using JIRA
- Developed Python scripts and Jupyter Notebooks to enhance data quality, visualize data, and improve the workflow
- Managed contractors through budget tracking, project scheduling, and quality control guidelines

Other Experience

Non-Profit Sector

Jan 2007 – Sep 2020

with various organizations

Canada, Germany, Latin America

- Supported in project development, communications and reporting for local and international projects (leading to PMP certification)
- Led translation and facilitation for project stakeholders in intercultural, multilingual environments
- Managed public relations and community outreach programs to raise awareness and advance public policies related to sustainable energy, food production, skills training, and local economic development
- Created print and digital content through writing, graphic design, video editing, WordPress development, SEO/SEM, and social media management

Education

Technische Universität Bergakademie Freiberg

Saxony, Germany

PhD, Faculty of Economics

- focus: applied linguistics and intercultural communication
- dissertation: “Language games and nature: a corpus-based analysis of ecological discourse”
- summa cum laude

Bauhaus-Universität Weimar

Thuringia, Germany

MSc, Environmental Engineering & Management

- dissertation: “Systems analysis of power and water cogeneration”

University of Waterloo

Ontario, Canada

Graduate Studies, Geomatics

Professional Development, Certifications & Memberships

Certifications: *Ecology Conservation & Management (Ducks Unlimited), International Public Sector Accounting Standards (CIPFA), Project Management Professional (PMI)*

Professional Memberships: *Association for Computing Machinery (ACM), Canadian Industrial Heritage Centre (CIHC), International Communication Association (ICA), Project Management Institute (PMI)*

Professional Dev.: *Project Management (Coursera Specialization), Digital Manufacturing and Design (Coursera Specialization), Nanobiotechnology (Grad. Certificate, TU Kaiserslautern)*

Skills

Languages: Python, SQL, JavaScript, Java, HTML/CSS, R, Matlab

Libraries: pandas, plotly, numpy, scikit-learn, scipy, d3.js

Human Languages: native English speaker; professional experience in French, German, and Spanish language environments

Project Management Tools: MS Project, Jira/Confluence, Clickup

Design Tools: Adobe Creative Suite, Autodesk Fusion

Developer Tools: Jupyter Notebooks, GitHub, Google Cloud Platform