Robin Davidson

www.robinsdesigns.net

145 Black Hills Road | Pittsburgh, Pennsylvania 15239 | 724.234.2825 | robin@robinsdesigns.net

PROFILE

Experience with document design and layout including writing, editing, and conducting usability testing both independently and as a team member. Experience with both the Windows and Mac OS X platform.

QUALIFICATIONS

- Technical writer experienced in document design and layout, writing, editing, and conducting usability testing on multiple documentation types both independently and as a team member.
- Experience with Madcap Flare 7.2
- Work with both the Windows and Mac OS platforms
- Qualified in web design scripting, HTML, XHTML, and Cascading Style Sheets (CSS)
- Skilled in Adobe Acrobat, Microsoft Office (2003, 2007), Adobe Photoshop, and WordPress
- Experience with social media platforms including: Twitter, Facebook, LinkedIn and various related clients

EMPLOYMENT AND PRO BONO WORK

Future POS, Inc., *Technical Writer and Documentation Specialist*   Jan. 2012 – Nov. 2012
- Responsible for editing and maintaining Help documentation utilizing Madcap Flare 7.2 for both Online Web Help and CHM output
- Implemented documentation review process
- Assisted in QA Testing prior to FPOS v 5.0.91.0 release
- Developed documentation for the first phase of company Data Dictionary
- Cleaned up code behind imported documentation project by changing code from inline to external CSS styles, removing unnecessary code, and formatting text layout
- Submitted bugs to development regarding software functionality and grammar errors in the GUI

Six Degrees Web Design, *Owner*   Oct. 2009 - Present
- Consulting with businesses and individuals in designing websites and utilizing social media
- Provide guidance in selecting and setting up web hosting providers and plans
- Develop look and feel of website and content

Society for Technical Communication, Pittsburgh Chapter, *President*   May 2011 – Feb. 2014
- Planning and overseeing of chapter events including finding speakers and locations
- Promotion of chapter events through various online networks
- Creation and distribution of chapter e-mails via Constant Contact
- Distribution of invoices for event attendance and sponsorship via PayPal and EventBrite
- Maintain and distribute to fellow Board Members a list of attendees per event via Google Docs

Society for Technical Communication, Pittsburgh Chapter, *Web Coordinator & Employment Liaison*

Jun. 2009 - 2014

- Converted site from legacy HTML source code to new valid CSS code and WordPress
- Setup LinkedIn and Twitter social media accounts to promote STC chapter and site awareness
- Setup regional Job Listings site to promote STC chapter providing needed funding
- Converted chapter newsletter to blog format for real-time chapter updates

The Blacksmith School, Sarver, PA, *Webmaster*   Jun. 2008 - Jun. 2011

- Designed and developed www.masterblacksmithing.com from the ground up
- Planned and wrote site content including text and photo galleries
- Selected website host and setup account including initiating transfer of domain to new host

UPMC, A.C. Coy, Pittsburgh, PA, *Consultant/Documentation Specialist*   Feb. 2007 - May 2008

- Documentation: Updating and editing of user-centered instructional documentation
- Unit Testing: Testing functionality of web forms in development stages
- User Support: Responding to user requests for assistance via email, help desk tickets, and phone support
- HTML and CSS: Updating and editing Help and FAQ pages
- Usability: Documentation of the overall look and feel of the site including writing new headers, descriptions, instructions, and item-specific help content. Served as contact person and content provider for usability testing project

University of Pittsburgh, All*Temps, Pittsburgh, PA   Aug. 2005 - Nov. 2005

- Cashier at The Book Center
- Support Staff in Office of Admissions and Financial Aid
- Data Entry in Office of Institutional Advancement

EDUCATION

Community College of Allegheny County (CCAC), Pittsburgh, PA

A.S. in Software Development   May 2010

Texas Tech University, Lubbock, TX

B.A. in English with a Specialization in Technical Communication   May 2003

 MEMBERSHIPS

Society for Technical Communication (STC), Pittsburgh, PA   2003 - Present

- Chapter President   2011 - 2014
- Chapter Vice President   2010 - 2011
- Employment Liaison and Web Coordinator   2009 - 2014
- Member STC WorkQuest   2005 - 2016

American Marketing Association, Pittsburgh, PA   2009 - 2012