

EVELYN CALDWELL-HORNE

Seattle, Washington
(619) 829-3556
EvCaldwell@gmail.com

Skills

- Creating and editing web pages using HTML, CSS, and various content management systems (CMS)
- Technical editing, writing, and user documentation design
- Creating, editing, and updating training and help material for a variety of audiences
- Strong client service and creative problem-solving experience
- Excelling in multi-tasking environments with tight, competing deadlines
- Effective communication between diverse work groups, clients, and customers
- Content planning, creation, and management with multiple interdisciplinary teams and clients
- Implementing quality standards, including company and project-specific language guidelines

Technology: Advanced Microsoft Office Suite. Adobe Creative Suite. Multiple CMS, HTML, CSS, basic JavaScript (jQuery, Angular), and object-oriented programming (Ruby and Ruby on Rails).

Work Experience

RubyLetter, Seattle, Washington

Writer and Editor (*January 2017-May 2017*)

- Produced and edited weekly 5-minute informative podcast for Ruby developers of all skill levels.
- Wrote tutorials and articles aimed at beginner Ruby developers.
- Edited weekly technical email digest in Markdown.

Seattle University, Seattle, Washington

Web Support Specialist (*July 2014-September 2016*)

- **Web Development:** Created and edited HTML and CSS for Seattle University's website. Assisted in the development of several content types for integration into Seattle U's CMS, TerminalFour.
- **Training:** Designed, documented, and delivered 30+ hour-long classes on multiple CMSs (TerminalFour and Ektron) to over 200 faculty, staff and student content editors of varying skill levels.
- **Support articles:** Created, wrote, and updated help library articles for new TerminalFour help section of Seattle University's website using HTML and CMS WYSIWYG.
- **Technical Support:** Point person for all CMS-related questions for over 250 content editors, including managing user permissions, troubleshooting, developing new content types, and user research.
- Assisted Web Communications Manager in migration of 15,000 existing pages into new CMS.
- Created web content guidelines for campus content editors.
- Worked with department editors on planning and executing web redesigns and content overhauls.

Anchor QEA, Seattle, Washington

Technical Editor/Project Assistant (*March 2011 to January 2014*)

- Technical editor with particular expertise in printed and electronic deliverables, document control, complex editorial calendars, and proposal generation.
- Skilled in all stages of document preparation, from planning, production, delivery, and updates.
- Project coordination, document control, and "content wrangling" for multiple teams of subject experts, writers, and editors.
- Created training documents and leading training sessions with other editors and administrative staff on print production, Adobe Acrobat, Americans with Disabilities Act (ADA) document standards, and creating U.S. Environmental Protection Agency (EPA)-standard documents.
- Worked with teams of subject experts, writers, and editors to create successful proposals for multi-million dollar environmental projects.
- Reviewed environmental documents and marketing proposals for grammatical accuracy, company- and project-specific language standards, consistency, clarity, and objectivity under tight deadlines.
- Adept at working with large multidisciplinary project teams to schedule, review, and produce work products that meet project deadlines and fulfill agency and client expectations.

Puget Sound Gastroenterology Seattle, Washington

Administrative Float (*November 2009 to Present*)

- Created training documentation for new hires.
- Go-to administrative assistant trained in insurance coordination, reception, medical records, transcription, scheduling, and special projects at large gastroenterology clinic.
- IT "Superuser" contact for issues with Centricity scheduling software.

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JL Design Seattle, Washington

Internet Marketing Assistant and Event Coordinator (*July 2008 to November 2009*)

- Wrote and designed online and retail promotional material, including newsletters and print advertising.
- Developed internal process documentation for processing web orders, troubleshooting common in-store technical issues, and customer service.
- Managed web launch of new products including photography, copy, SEO, and promotions.
- Established and wrote bi-weekly newsletter, including list set up, design, and promotion.
- Planned company presence at over 80 national athletic events and expos yearly, including logistics, promotion, scheduling, expenses, commission, and inventory shipment.
- Assisted Web Sales Coordinator with customer service and order fulfillment.
- Response to phone and email inquiries from customers, partner vendors, and event planners.
- In-person retail sales and customer service.

Web Sales Coordinator (*January 2007 to July 2008*)

- Produced online and retail promotional material.
- Contributed to opening of JL Design's retail shop, *Race in JL*, including retail sales and promotion.
- Coordinated order fulfillment, customer service, and stock ordering for *Race in JL* retail shop.
- Responded to phone and email inquiries for Seattle office, internet sales, and events.
- Assisted with order fulfillment, product samples, and retail sales customer service.
- Managed shipping for orders and event stock fulfillment, including account establishment.

Education

Seattle University

Courses in Web Development (*2014-2016*)

- Coursework in HTML, CSS, JavaScript (including JQuery and Angular), Servers and Hosting, and User Experience Design.

University of Washington (*June 2013*)

Certificate in Technical Writing and Editing

- Special emphasis on end-user documentation and document design.
- Completed white paper with user research on a learning management system.

University of California, Irvine (*June 2006*)

Bachelor of Arts in Literary Journalism

Volunteer Experience

Elderfriends, Full Life Care

- Volunteer, (*March 2007 to present*)
- Fundraising Committee Member (*2010 to 2012*)