

# Melanie N. Allen

Technical Writer

**Address:** 3315 Romelie Drive, Doraville, GA 30340

**Phone:** 404-468-1620

**Portfolio:** <http://melanieallen.nfshost.com>

**Email:** melanienallen@gmail.com

## Objective

Use my technical writing, graphic design, web development, and information design skills as a technical writer in a high energy environment that values providing customers an exceptional experience.

## Education

### B.S. Technical Communication

Southern Polytechnic State University (SPSU)

## Key Qualifications

- ◆ Technical writing
- ◆ Information & graphic design
- ◆ Documentation management: researching, composing, proofreading, editing, maintaining
- ◆ Managing translation
- ◆ Proficient with computers & technology
- ◆ Basic HTML, CSS, JavaScript
- ◆ Public speaking and presentations
- ◆ Adult Learning Methodology
- ◆ Advanced Adobe Suite
- ◆ Advanced Microsoft Office
- ◆ MadCap Flare
- ◆ 80-90 wpm typing speed

## Work Summary

Organization	Position	Dates
TOTO USA	Technical Writer	August 2014 – November 2017
TrainingPros	Documentation Intern	May 17, 2014 – August 2014
SPSU	Graduate Assistant	August 2013 – January 2014
	Technical Writer	May 2013 – August 2013
	Assistant Instructional Designer	July 2012 – March 2013
Mini Gadgets	Sales Associate/Writer	March 2012 – September 2012
The STING	Editor	June 2010 – January 2011

## Experience

### Technical Writer

#### TOTO USA

August 2014 – November 2017

- ◆ Managed, edited, and created new installation manuals and spare part sheets for the entire offering of plumbing fixtures and accessories at TOTO USA.
- ◆ Interviewed Product Engineers and Tech Support, participated in installation demonstrations, and reviewed existing documentation to gather information to write new installation manuals and spare part sheets with minimal oversight.
- ◆ Completed projects on schedule according to the Design Review (DR) and Modification Design Review (MDR) processes.
- ◆ Collaborated with the Documentation Specialist and Development Engineering team to complete edits to manuals and spare part sheets according to Engineering Change Notices (ECNs).
- ◆ Created ECNs when needed.
- ◆ Updated information for spare part sheets for China team in their Microsoft Access database.
- ◆ Collaborated with factory personnel at Lakewood to ensure manuals were ready for print.
- ◆ Edited and created new installation images in Adobe Illustrator based on exported SolidWorks content and existing line arts.
- ◆ Used ExtendScript to automate tasks in Adobe Illustrator and Adobe InDesign.
- ◆ Collaborated with translation company to have installation instructions translated into Spanish, French, and Portuguese.
- ◆ Created an English-Spanish-French translation dictionary to save the company time and money when only minor edits and additions needed to be made to manuals and to assist in reviewing translations.
- ◆ Created a Development Engineering Style Guide to ensure that documents were consistent in style, terminology, and layout.
- ◆ Created label specifications for China team using Adobe Illustrator and Microsoft Word
- ◆ Created laser marks for Faucets team in Adobe Illustrator for products.
- ◆ Used SnagIt to create instructions for teammates or for presentations about my projects.
- ◆ Collaborated with Quality Assurance team to conduct ISO internal audits for other departments to ensure their readiness for certification audits.

**Documentation Intern****TrainingPros**

May 17, 2014 – August 2014

- ◆ Developed three training guides and supporting material for "Onboarding for Success", a set of procedures and information items that standardized practices between relationship managers, consultants, and clients to streamline the onboarding experience.
- ◆ Prepared templates based on the marketing style guide and edited existing documentation and communication artifacts to adhere to the guide.
- ◆ Created documents with readiness to be deployed online.

**Graduate Assistant****SPSU Instructional Design Unit**

August 2013 – January 2014

- ◆ Created help documentation for faculty and students for Desire2Learn v. 10.2 using PowerPoint.
- ◆ Assisted Instructional Designers developing training materials by writing content, producing documents, and assisting video production.
- ◆ SPSU received the Sloan Consortium Excellence in Online Teaching and Learning award as a result of the projects included on this resume from July to August.

**Technical Writer****SPSU Instructional Design Unit**

May 2013 – August 2013

- ◆ Conducted in-house quality assurance tests and sent bug reports to an external software development company during the development of a new CTE registration system (CTERS). This registration system is how faculty signed up for events provided by the Instructional Design Unit.
- ◆ Designed and wrote the user manuals for all roles and tasks in CTERS.
- ◆ Designed materials for training CTERS admins.
- ◆ Conducted research for the creation of an online job aid "Course Development Deck". This job aid provided information related to Instructional Design to faculty developing online or hybrid courses in an easy to understand format.
- ◆ Supervised and delegated work for the Course Development Deck to a team of Student and Graduate assistants.

**Assistant Instructional Designer****SPSU Instructional Design Unit**

July 2012 – March 2013

- ◆ Developed training materials for faculty transitioning their existing online and hybrid courses from Blackboard Vista to Desire2Learn (D2L).
- ◆ Produced reference materials for other supported software including Wimba, Respondus, Turnitin, and Ensemble.
- ◆ Created visual, step-by-step instructions as responses to D2L Help Desk tickets.
- ◆ Supervised and delegated work to Student and Graduate Assistants.
- ◆ Revised and added content to the Teaching Academy for Distance Learning (TADL) required course for faculty of online or hybrid courses.
- ◆ Developed an Instructional Design Unit Style Guide for Student and Graduate Assistants to follow.
- ◆ Edited lectures recorded by faculty for use in their online or hybrid courses using Camtasia.

**Sales Associate/Writer****Mini Gadgets, Inc.**

March 2012 – September 2012

- ◆ Created, redesigned, and edited product descriptions, business documents, and manuals.
- ◆ Created a consistent style that subsequent writers have continued to use for product descriptions on the site.
- ◆ Filed invoices and sent out mailers.
- ◆ Created demonstration videos to upload on YouTube along with product descriptions.
- ◆ Proofread and edited the Sales Manager's external business correspondences and newsletters.
- ◆ Updated Web site content via the Fusion Cart portal.
- ◆ Inventoried and generated barcodes for products.

**Editor****The STING (Student Newspaper)**

June 2010 – January 2011

- ◆ Kept the paper running during a difficult time.
- ◆ Reviewed submissions to the paper and determined appropriate layout.
- ◆ Designed ads to recruit writers to the paper.
- ◆ Set the agenda and acquired pizza for group meetings.
- ◆ Completed paperwork for the payment of student writers.
- ◆ Collaborated with printing company to get papers printed on schedule.