Irene Smith

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## Summary

Hybrid developer/technical writer, with over 30 years' experience with multiple programming languages and technologies. Comfortable with full stack development of both native applications for Windows as well as website and web-based applications. Extensive experience writing API documentation, design and requirement documents, and release notes.

## Technical Skills

**Windows Application Development**: C# and VB.NET, VBA, Java, C, C++, Python

**Web Development**: HTML 5, CSS 3, JavaScript, jQuery, AngularJS, Bootstrap, ASP .NET, ASP 3.0

**Database**: Microsoft SQL Server, MySQL, Oracle, Microsoft Access, MongoDB

**Graphics and Video**: Adobe PhotoShop, Adobe Lightroom, PaintShop Pro, Gimp, Microsoft Visio, SnagIt, OBS Studio, Adobe After Effects, Jingo

**Source Control:** Git, Perforce, Visual Source Safe (VSS), SVN, Team Foundation Server (TFS)

**Writing Tools:** Microsoft Office, Google Docs, RoboHelp, Scrivener, Open Office

**Development Tools**: Sublime Text 3, Visual Studio, Visual Studio Code

**Operating Systems**: Windows, Linux (Ubuntu), DOS, macOS

## Professional Experience

**Mozilla**

Firefox Developer Content Manager 6/2018 – 11/2019

On contract through **Harvey Nash**

### Responsibilities

* Manage content for MDN Web Docs Browser Extensions and Firefox Developer Tools
* **Write tutorials for web development**
* **Update and refine existing content to reflect new and updated Firefox features and web development best practices**
* **Create example code for tutorials and web APIs**

****MongoDB****

Technical Writer 9/2017 – 3/2018

*Responsibilities*

* Wrote documentation for MongoDB Atlas
* Collaborated with developers to document new features of MongoDB
* Created web documentation for MongoDB using restructured Text (reST) and Sphinx

****Moody’s Analytics****

Technical Writer 11/2016 – 6/2017

On contract through **Randstad Technologies**

*Responsibilities*

* Worked with developers to create technical documentation for Cloud Computing Project
* Created stylesheets and documentation templates
* Helped define processes for support, development, and technical documentation projects
* Created quick guides, workflows, and high-level overviews for end users

****Credit Suisse, New York, NY****

Technical Writer 5/2016 – 9/2016  
On contract through **Insight Global**

Responsibilities

* Interviewed Developers to create technical documentation for CCAR Application Modules
* Helped to create SAD (Software Architecture Documentation) document for CCAR Application
* Created data flow and architectural diagrams and application screenshots
* Wrote reference materials for use by support personnel in application troubleshooting

****BNP Paribas, New York, NY****

Developer 6/2015 – 12/2015  
On contract through **Huxley Associates**

Responsibilities

* Wrote C# console applications that are run as automated processes to update trade data
* Created VBA Scripts for Microsoft Excel that create reports for traders
* Enhanced the UI of a stock pricing application that uses MVC, Angular, and Bootstrap
* Wrote, reviewed, and edited project requirements and user stories

****TIAA-CREF, Charlotte, NC**** (Remote)

Senior Technical Writer 11/2013 – 2/2015  
On contract through **Stratus Technologies, LLC**

Responsibilities

* Create and maintain templates and VBA macros to simplify document creation
* Create and update the Developer's Reference for the PRISM API, an application that uses Oracle coherence to cache mainframe data for a Java API
* Create and update a data dictionary for use by PRISM developers
* Create and update walkthroughs for the PRISM application that include step-by-step instructions and screenshots

****Google, Inc., New York, NY 10011****

Technical Writer III, on one-year contract through **Apex Systems, Inc.** 7/2012 –7/2013

Responsibilities

* Wrote technical guides and other documentation using HTML5, CSS3, and markdown
* Wrote and maintained API documentation for the following Ad Exchange technologies: Buyer REST API, Seller REST API, Buyer SOAP API, Real-time Bidding Protocol
* Wrote the developer’s guide for Google’s open source project, Open Bidder

****Medidata Solutions, Inc. New York, NY 10003****

Senior Programming Technical Communicator 1/2010 – 1/2012  
Senior Technical Communicator, **Team Lead** 1/2008 – 1/2010  
Technical Communicator 9/2006 – 1/2008

Responsibilities

* Scrum Master for internal tools for the Technical Communications department
* Used C# to develop ASP .NET applications, Windows applications, and Microsoft Word add-ins. These tools reduced document preparation time from days to minutes
* Used SQL Server to design and create database model for all internal tools including table design, stored procedures and functions
* Lead and mentored colleagues in creating design specifications
* Team Lead for multiple documentation projects
* Created and presented internal training for new team members

****Times Herald Record, Middletown, NY 10940****

Paginator, Assistant Obituary Editor 2/2005 – 1/2006

Responsibilities

* Developed a set of Microsoft Word macros to automate the process preparing obituaries, thus reducing preparation time from over half an hour to less than one minute
* Documented obituary and classified preparation procedures
* Prepared obituaries and classified advertising for printing

****Microsoft, Redmond, WA 98052****

Programming Writer (FTE), SQL Server Group 4/2000 – 10/2003

Responsibilities

* Developed samples for the System.Data namespace of the .NET Framework for versions 1.0, 1.1, and 2.0 using C# and VB .NET to create console and ASP .NET applications
* Used C++, Visual Basic 6.0, Java (Microsoft J++), JavaScript, and VBScript to develop console application examples for Microsoft ADO, OLE DB, and ODBC API references
* Developed examples for Microsoft XML using C++ and Visual Basic

mpl2.com, Bellevue, WA

Programming Writer (on contract at Microsoft) 8/1999 – 3/2000

Originally called Meridian Partners, Ltd., mpl2.com placed writers in contract positions at various locations in Redmond, Bellevue, and Seattle including Microsoft.

Responsibilities

* Wrote conceptual and API reference documentation for Microsoft’s database objects
* Used C++, Jscript, Visual Basic 6.0, VBScript, and Java to develop ASP 3.0 and console example applications for Microsoft ADO, OLE DB, and ODBC API references

****CRS, Newburgh, NY****

Application Developer 4/1998 – 8/1999

Responsibilities

* Developed and maintained all modules in the Point of Sale suite
* Designed and developed a data warehousing application that rolls up sales data on a daily basis for retail customers

****Solo Game Development****

Designed, coded, created graphics, and wrote context-sensitive help files for several Microsoft Windows commercial game packages:

* **Casino Nights** (Craps, Roulette, Black Jack, and Video Poker)
* **Dice Games** (Crag, Over ‘n Under, and Bird Cage)
* **Solitaire** (Pyramid and Golf)

## Education

**University of Phoenix**, Online

BS Information Technology/Software Design. **GPA 3.92**

**S.U. N.Y New Paltz**, New Paltz, NY

15 Credits **GPA 3.4**

**Orange County Community College**, Middletown, NY

AA, Liberal Arts **GPA 3.38**